projectStore/projectStore PRO 3.7 Release Notes

This document provides release information for projectStore/projectStore PRO software version 3.7. It discusses new features in this release as well as best practices, fixed and known issues.

What's New in version 3.7

Support for Project Quotas

Version 3.7 of projectStore PRO introduces project quotas, allowing you to specify the maximum size of a project on the shared volume. You can benefit from the feature when projectStore PRO is installed on a Tiger Series appliance running version 2.7.

The quota you specify does not reserve space on the volume for the project, but serves just as a limit to the size of the project. To allow for greater control of project quotas, once you enable this option only a projectStore administrator can create new projects and assign quotas to them. For more information refer to the projectStore PRO 3.7 User's Guide.

See also [Project Quotas Related Known Issues](#)

Proxies for Avid MXF Files

The parsers in version 3.7 of projectStore PRO now generate proxy media for Avid MXF files. A separate proxy file is generated for each of the available audio channels.

Support for Windows 10 and Mac OS X El Capitan

You can now access and work with projectStore PRO project from Tiger Clients running Microsoft Windows 10 or Mac OS X El Capitan as long as the Tiger Client version is 2.7. You can also install projectStore on a Tiger Store storage server running Microsoft Windows 10.

Best Practices

Setting Preferred Mount Point of Projects on Windows Clients

The setting for preferred mount point of a project is part of the global settings of a Windows computer, thus making it valid for all users that log on to the computer. By design, local settings such as mapped network shares always take precedence over global settings. This way, if you specify a preferred mount point of a project that uses a drive letter already mapped by a network share, when you attempt to mount the project, instead of the project drive you will mount the network share. To avoid such situations, it is advisable to check if the preferred drive letter of a project is not already in use.

Avoiding Long File Names

As the volume(s) on which projectStore stores its depot are NTFS formatted, each file operation on them is subject to the limitations of the file system. By default, Windows usually limits the length of file names to 260 characters. Still, as the full path to the file is also included in the character count, it is possible to receive errors when attempting to create or copy a file with long file name. That is why it is advisable to avoid long file names in order to ensure that file operations on the shared storage are normally processed.

New Known Issues

Project Quotas Related Known Issues

No Support for Project Quotas on Volume Pool

Version 3.7 doesn't provide support for project quotas, when support for projectStore PRO is enabled on a volume pool. To benefit from project quotas, disable smart storage pooling on your storage server.

Errors When Moving a Project with Quota Setting

When you have set quota of a project and attempt to move it in the page of the project (by selecting another volume in the Volume drop-down box), it is possible projectStore PRO to display an error

message although the operation is successful. Moving a project as an administrator, by selecting it in the Project Management page of the administrative interface and then clicking Move doesn't display errors.

Disabling Project Quotas Keeps the Existing Quotas of Projects

Even if you disable project quotas in projectStore PRO, all projects with already assigned quotas keep them and their size cannot exceed the quota size. A workaround to this problem is to remove the quota of each project in the depot before disabling quotas in projectStore PRO.

Working with Avid Media Composer on Projects Mounted C:\Volumes

When the preferred mount point of a project is set to C:\Volumes for Windows Tiger Clients, Avid Media Composer cannot detect that project and use it for storing media, audio, renders, etc. A workaround to this problem is to set a drive letter as preferred mount point for the project.

Unresolved Known Issues

Mounting an Open Project After Reconnecting to the Storage Server

Should a Tiger Client disconnect from the storage server before closing a mounted project, after reconnecting to the storage server this project cannot be mounted again until the computer is restarted.

Accessing the Web Interface when projectStore is Installed on a Dual Node Tiger Serve

When the storage server supervising the volumes on which projectStore support is enabled is a Tiger Serve appliance with two server nodes, network computers and Linux Tiger Clients may fail to access the web interface of projectStore if they type the IP address of the secondary server node (the server node that is currently in standby mode). While the web interface loads, no user or administrator can log on to it. This problem doesn't exist when accessing the web interface from Windows or Mac OS X Tiger Client through the tray application/the menulet as it always takes care to redirect the request to the currently active server node.

A workaround to this problem is to attempt to access the web interface, typing in the IP address of the other Tiger Serve node.

Ambiguous Projects on a Volume Pool

When you pool together volumes containing projectStore projects with identical names, the contents of these projects is presented as one merged project and it inherits the settings (owner, type, permissions, etc.) of just one of the original projects. Working with this merged project can lead to problems when creating new files in it or when attempting to rename, delete, export or move the project. To avoid these problems, should you notice that after smart storage pooling has been enabled a project on the pool contains data from a project with the same name from another volume, it is advisable to disband the pool on the storage server and rename one or the other ambiguous project in order to prevent ambiguity in the pool. As long as you don't change any settings of the merged project, once you disable the storage pool, the ambiguous projects are again accessible separately from their respective volumes and keep their initial settings (owner, type, permissions, etc.)

Missing Proxies

It is possible to lose the proxy media generated for a project, in the following cases:

- if you mount a project at the time the pre-installed parsers are rescanning its contents.

Note: You can guess that a project is being rescanned if the Background Tasks field in its badge is displaying "Processing".

- if you move a project from one volume to another.

In both cases, to regenerate the proxies for the project, follow these procedures:

1. Clear the proxies of this project (in the administrative interface go to Projects Management, select the project and click Clear Proxies).
2. Force the generation of proxies for this project (in the administrative interface go to Projects Management, select the project and click Rescan).

Additionally, projectStore PRO may fail to generate any proxy media for a project whose name contains a single quote mark. In this case, it is advisable to rename the project folder and after that force the generation of proxies for it.

Managing projectStore Settings Before Enabling Support for projectStore

When you change some projectStore PRO settings, such as creating projectStore users, for example, before having enabled support for projectStore PRO on any volume, these changes are saved in the

projectStore database on the system drive of the metadata controller computer. This can lead to inability to synchronize projectStore settings between the nodes of a Tiger Serve appliance.

Projects Mounted in the Finder after Disconnecting Mac OS X Client from the Metadata Controller

It is possible a project mounted on a Mac OS X client to remain mounted in the Finder, although the client computer has been disconnected from the metadata controller. In case the client has been physically disconnected, although the project is mounted in the Finder, users cannot mount it and work with it. When the client computer has been disconnected through the web interface (either projectStore's or that of the storage server), the project is mounted in the Finder and the client can introduce and save metadata changes to it (delete or rename files and folders), but cannot write data to it.