

Tiger SPACES

Tiger Spaces 4.0.1 Release Notes

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This document provides release information for Tiger Spaces version 4.0.1. It discusses new features in this release as well as best practices, fixed and unresolved known issues.

What's New in Version 4.0.1

Allow Only Administrators to Create Workspaces

Version 4.0.1 introduces new setting, allowing only Tiger Spaces administrators to create new workspaces in the depot. For more details, refer to the Tiger Spaces User's Guide.

Clear the Proxies of Specific Workspace Only

Instead of clearing all proxies in the Tiger Spaces depot, you can now select to delete the proxies of just specific workspaces. The command is available only when you are logged on to Tiger Spaces as an administrator. For more details, refer to the Tiger Spaces User's Guide.

Assigning Workspace Quota

In version 4.0.1, when workspace quotas are enabled, you can assign quota to a workspace stored on a SAN volume. For steps, refer to the Tiger Spaces User's Guide.

Web Interface Changes

The following changes are introduced in the web interface of Tiger Spaces:

- General Settings page added in Settings, where you can manage the settings for workspace permissions, workspace quotas and proxies generation.
- “Generate proxies when idle” and “Do not generate proxies” radio buttons replaced by “Disable proxy generation” check box, which turns the option on and off.

Fixes in Version 4.0.1

Accessing the In Use Link of a Workspace from the Dashboard

The Dashboard list of workspaces currently in use now displays the “In Use” link next to each listing, allowing you to view who has mounted the workspace and eventually force close it.

Viewing All Users Activity for a Workspace

When the Inspector is toggled for a selected workspace, the Activity tab shows all users' activity with the selected workspace and not just the activity of the currently logged user.

Activity Log Fixes

The Activity Log filter now displays the correct results.

Additionally, the auto suggest forms in the filter now let you select the suggestion displayed and use it as a field value.

Sharing Multiple Workspaces Simultaneously

The owner of multiple workspaces can share them simultaneously without losing access to them.

Automatically Refreshing the Workspace Size Information

Users no longer need to refresh their browser to update the information about the size of a workspace in the Inspector pane. The web interface now automatically refreshes the size information upon notification from the Tiger Spaces server.

Search Queries Containing Special Symbols

Search queries now return results containing special symbols, like / or %, for example.

Mounting a Workspace While it is Being Parsed

Version 4.0.1 resolves a problem that could lead to missing proxies of a workspace, in case a user mounted it while the Tiger Spaces parsers were scanning its contents.

Support for Internet Explorer

Version 4.0.1 provides improved support for accessing Tiger Spaces' web interface in Internet Explorer web browser.

Viewing Total Storage Size and Free Space

The Storage pane in Workspaces view of the web interface now shows the correct values for used and free total storage size.

Disabling Workspace Quotas

Version 4.0.1 resolves a problem that could keep the assigned workspace quotas after disabling the workspace quota setting in Tiger Spaces. Now, when the setting is disabled, the size of a workspace is not limited to the previously assigned quota.

Proxies for Workspaces with Single Quote Mark in Their Name

Version 4.0.1 resolves a problem that could prevent the generation of proxies for a workspace, whose name contains a single quote mark.

Upgrading to Tiger Spaces 4.0.1

Upgrading from Tiger Spaces 4.0

When you upgrade Tiger Spaces 4.0 to version 4.0.1 all workspaces, users and settings are kept. To upgrade to version 4.0.1 there's no need to uninstall the previous version of the product - simply run the new installation on the computer running Tiger Spaces.

Note: *To upgrade to the new version on a Tiger appliance, contact Tiger Technology support for assistance.*

Upgrading Project Store/Project Serve to Tiger Spaces 4.0.1

Tiger Spaces doesn't offer full upgrade compatibility with Project Store/Project Serve. Once you upgrade to Tiger Spaces, you will lose all configuration settings and will have to configure them anew. Following the upgrade procedure described below, you will be able to keep all Project Store/Project Serve users (but without passwords) and all projects with their type, permissions, description, keywords, preferred mount point on Windows (except if the project uses preferred mount point in a folder), settings for locked project and project template.

Note: *If Project Store is installed on a Tiger appliance or you are using Project Server, contact Tiger Technology support for assistance on upgrading to Tiger Spaces. Currently, you cannot upgrade Project Store to Tiger Spaces on a Tiger Serve appliance with two server nodes.*

The upgrade procedure involves the follows these steps:

1. Uninstall Project Store without disabling Project Store support on the volumes.
2. Install Tiger Spaces and enable Tiger Spaces support on the same volumes you have used.
3. (for domain environment only) Rename the two groups on your Active Directory domain controller from "projectStore Users" and "projectStore Admins" to "Tiger Spaces Users" and "Tiger Spaces Admins" respectively.

4. Restart the computer running Tiger Spaces.
5. Configure any other Tiger Spaces settings that might differ from the default ones (enabled/disabled permissions, quotas, hidden volumes settings, etc.)
6. (if Tiger Spaces is deployed in workgroup environment) One by one assign new password to each user.

Best Practices

Specifying Domain Name and Access Credentials

In Tiger Spaces, you may need to provide domain information in the following cases:

- when you are adding a NAS appliance, which is accessible in Active Directory domain environment.
- when Tiger Spaces is deployed in Active Directory domain environment.

In both cases it is advisable to provide the name of the domain user account without its domain i.e. "user" instead of "user@domain.com" or "domain.com\user".

Also, when specifying the domain name, you must use its netBIOS name and not the full DNS name of the domain. For example, if your domain is named "department.example.com", the netBIOS domain name you must enter would probably be just "example".

Granting psadmin Account Read and Write Permissions to Volumes

If you want to enable Tiger Spaces on SAN volumes and the storage server operates in Active Directory domain environment, the default administrative account psadmin, which is automatically added to the local administrators group on the storage server, must have Read & Write permissions to the volumes even if you have restricted the permissions of the group itself.

Setting Preferred Mount Point of Workspaces on Windows Clients

The setting for preferred mount point of a workspace 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 workspace that uses a drive letter already mapped by a network share, when you attempt to mount the workspace, instead of the workspace drive you will mount the network share.

To avoid such situations, it is advisable to check if the preferred drive letter of a workspace is not already in use.

Avoiding Long File Names

As the workspace in the depot are actually stored on either an NTFS volume or a network share, each file operation is subject to the limitations of the underlying file system. On all supported file systems it is advisable to avoid long file names in order to ensure that file operations in the workspaces depot are normally processed.

Generally, on all supported file systems you should try to limit path length (filename included) to below 255 characters.

Avoid Using Hard Links on Network Shares

By default, network file systems don't provide support for hard links. As the Tiger Spaces depot may also comprise network shares, when using hard links in your workspaces you may encounter problems with applications making use of hard links for some of their files, like recording Final Cut Pro X voiceover file in a project, for example.

Exporting/Moving Workspaces Containing FCPX Library with Linked Media

Even without Tiger Spaces, when your Final Cut Pro X project's library contains linked media, should you move the project on the same or another volume, the media in the library will become offline. The same can be observed with Final Cut Pro X project exported outside the Tiger Spaces depot. Even if the linked media is also exported/moved as part of the workspace, it will appear as offline until you re-link it.

Disabling File IDs in the Samba Configuration File on Mac OS X

To ensure that Mac clients can normally work on SMB share(s) exported by a Linux computer, it is advisable to disable file IDs setting in the samba configuration file of each Mac OS X client computer following these steps:

1. In Terminal, access the Samba configuration file on the computer:
`/etc/nsmb.conf`
2. Make sure that the file IDs line in the configuration file looks like this:
`file_ids_off=yes`
3. Save the changes to the Samba configuration file and restart the computer.
4. Repeat the above steps on each Mac client computer.

New Known Issues

Mounting a Workspace with Non-Latin Characters in its Name on Mac OS Client

Currently, Mac client computers cannot mount a workspace stored on a SMB share, if its name contains any non-latin characters. Mac clients can mount workspaces with non-latin characters in their name as long as they are not stored on a SMB share. Windows clients can normally mount such workspaces regardless of the volume/share, on which they are stored.

Refreshing the Settings Pages

When refreshing any of the Settings pages, the web interface may switch back to workspaces view.

Unresolved Known Issues

Network Shares Compatibility

Currently, Tiger Spaces is compatible with the following network shares:

protocol:	Windows	CentOS/ Ubuntu Linux	Qumulo Core	Isilon OneFS
SMB	✓	✓ *	✓	✓
NFS	✓	✓	✓	-

* Using Samba 3 and Samba 4 protocol.

No Support for Samba 3.x Linux Shares on Mac OS X Yosemite Clients

Currently, Mac OS X Yosemite clients cannot work with Tiger Spaces workspaces stored on Samba 3.x Linux shares. If your depot comprises other network shares (SMB created using Samba 4.x on Linux, SMB Windows or Mac OS X shares, or NFS shares) make sure that Mac OS X Yosemite clients work only with workspaces stored on them.

No Support for NFS Shares Containing Non-Latin Characters in Their Name

Currently, you cannot enable Tiger Spaces on NFS shares, which contain other than Latin characters in their names.

No Upgrade Compatibility with Project Store on Tiger Appliances with High Availability

Currently, you cannot upgrade Project Store to the latest version of Tiger Spaces on Tiger appliances with two server nodes and high availability feature configured.

No Support for Tiger Spaces on a Volume Pool

Currently, you cannot enable support for Tiger Spaces on a volume pool.

Workspace Quotas Related Known Issues

Mounting and Dismounting Workspaces, Which Have Reached Their Quota Limit

When a workspace has reached its quota limit, attempting to mount it on a client computer may fail in the Tiger Spaces' web interface, although the workspace is actually mounted on the computer. This will prevent you from unmounting the workspace in the web interface. Currently, the only workaround to this problem is to free some space in the workspace by deleting some files so that it doesn't take up all its quota and then close it.

New Quota Setting Lost if Workspace is Moved at the Same Time

It is possible Tiger Spaces to fail to apply the quota setting changes you've introduced, if you also move the workspace to another volume in the Workspace Settings dialog before saving the changes. To ensure that you have applied the changes to the workspace quota, it is advisable to click Submit before moving the workspace and only then re-open the dialog and move the workspace.

Viewing Workspace Drive Size When Quotas are Enabled

When a workspace with a quota is mounted on a client computer, Windows Explorer displays the size of the quota as the size of the workspace drive, while on Mac OS X and Linux, the operating system displays the size of the volume, on which the workspace is stored, as the size of the drive.

Delayed Notifications about File Operations on Mac Clients

In contrast to Windows clients, on Mac clients the notifications about changes in the workspace contents made on another computer (a new file is created or an existing file is renamed/deleted) may not be instantaneous. Depending on when the change is been introduced, Mac clients may have to wait up to 30 seconds to get a notification about it.

Workspace Remains Mounted After Disconnecting from the Storage Server

It is possible a workspace to remain with In Use status in the web interface, when a client computer disconnects from the storage server before dismounting the workspace. You should simply close the workspace in the web interface to change its status to Available.

Missing Proxies

It is possible to lose the proxy media generated for a workspace, if you move a workspace from one volume/share to another.

To regenerate the proxies for the workspace:

1. Clear the proxies of this workspace.
2. Force the generation of proxies for this workspace, by rescanning it.

Workspaces Mounted in the Finder after Disconnecting Mac Client from the Storage Server

It is possible a workspace mounted on a Mac 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 workspace is mounted in the Finder, users cannot mount it and work with it. When the client computer has been disconnected through the web interface, the workspace 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.

