



Tiger Store 2.7.2 Release Notes

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This document provides release information for Tiger Store software version 2.7.2. It discusses new features in this release as well as best practices, fixed and known issues.

What's New

New Kernels Supported on Red Hat Enterprise Linux/CentOS Linux 6.x

Version 2.7.2 adds support for the following kernels on Red Hat Enterprise Linux/CentOS Linux 6.x Tiger Client computers:

- 2.6.32-431.3.1.el6
- 2.6.32-573.7.1.el6
- 2.6.32-642.1.1.el6

Fixed Known Issues

Improved Performance with Small Files on Mac OS X Clients

Version 2.7.2 provides a fix, which visibly improves the performance with small files of Mac OS X client computers.

Improved Performance on Mac OS X Fast LAN Clients

Version 2.7.2 provides a fix that visibly improves the performance of Mac OS X Tiger Client computers accessing the shared storage over 10GbE connection.

Emptying the Trash of a Mac OS X Tiger Client

With version 2.7.2 Active Directory domain users on Mac OS X Tiger Client computer can normally delete a file moved to the Trash of the client computer.

Disconnecting from a Shared Volume While Browsing it in Terminal on Mac OS X/Linux

With version 2.7.2 Mac OS X and Linux Tiger Clients can normally disconnect from the storage server whether or not they are browsing its shared volumes in the Terminal.

Improved Stability with Files with Long Names

Version 2.7.2 provides a fix, which improves the system stability, when processing files with longer names (above 240 characters).

Faster Updates on the Storage Server

Version 2.7.2 resolves a problem that could slow down the update going on the storage server.

Improved Playback with Autodesk Flame on Linux Clients

Version 2.7.2 provides improved support for Autodesk Flame playback from Linux Tiger Clients.

Upgrading to Version 2.7.2

Important: *All computers on your Tiger Store network must run the same version of the software.*

To upgrade your Tiger Store network to software version 2.7.2 you must first uninstall the previous version of the software from the storage server and then install version 2.7.2. After you upgrade your storage server to version 2.7.2, you can download and install the updated Tiger Client software on each Tiger Client computer.

Important: *After upgrading your storage server to version 2.7.2, you will have to re-configure all settings manually.*

Once you upgrade the storage server, the web interface provides the updated list with Tiger Client software and you can upgrade all client computers. On Mac OS X and Linux, you should first uninstall the previous version of the Tiger Client software and after that perform a clean installation. On Windows, you can upgrade the Tiger Client software without uninstalling the previous version, following the steps below.

Note: *Version 2.7.2 is compatible with Project Store 3.5.1 and later. If you want to benefit from the features available in Project Store 3.7.1, you need to upgrade it on your storage server, following the steps described in the Project Store 3.7.1 release notes: <http://www.tiger-technology.com/projectstore-3-7-1-release-notes/>*

To upgrade Tiger Store to version 2.7.2:

1. On the computer running Tiger Store, display the Control Panel and double-click Programs and Features.
2. Right-click Tiger Store and select Uninstall.
3. When prompted to confirm that you want to remove Tiger Store, click Yes.
4. Click Yes to continue with the uninstallation.

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5. When the deactivation wizard starts, select “No, leave the license on this computer” and click Next.
6. When prompted, restart the computer.
7. Once the computer starts again, log on using an account with administrative privileges.
8. Browse for and double-click the Tiger Store 2.7.2 installation file.
9. When the installation begins, click Next.
10. Accept the terms of the Software license agreement and click Next.
11. Select the folder where to install Tiger Store and click Next.
12. Click Install and then Finish.
13. Select not to restart the computer, when prompted.
14. Browse for and double-click the Tiger Store 2.7.2 clients bundle installation file.
15. When the clients bundle installation starts, click Next and then Install.
16. When prompted, restart the computer.

Note: *Configure all needed Tiger Store settings, before upgrading Tiger Clients to version 2.7.1.*

To upgrade Tiger Client to version 2.7.2:

Important: *On Mac OS X and Linux, you should first uninstall the previous version of the Tiger Client software, following the steps described in the Tiger Store Administration Guide. On Windows, you can upgrade the Tiger Client software without uninstalling the previous version.*

1. Access the web interface of the storage server.
2. Find the Tiger Client installation for your operating system and click Download.
3. Once the installation downloads to your computer, run it, following the installation steps described in the Tiger Store Administration Guide.

Best Practices

Granting Full Control to the System Account

In Windows, the built-in System account, used by the operating system and by services, by default has Full Control to all files on an NTFS volume. To provide for the normal operation of Tiger Store, it is advisable not to change the Full Control permissions of this account on the computer designated as Tiger Store storage server. For details about displaying the System account when setting permissions and granting Full Control to it, refer to your Windows documentation.

Detaching Shared Volumes from Tiger Store for Use on Another Computer

To protect volumes from data corruption that could occur when multiple computers have access to them simultaneously, Tiger Store marks the volumes it manages. To be able to mount a volume without Tiger Store, this volume needs to be unmarked. Tiger Store automatically unmarks all volumes with Offline status. If you intend to physically disconnect a volume for use on another computer, you must first change the status of this volume to Offline. If you fail to set the volume to Offline, you need to contact Tiger Technology support for assistance on unmarking the volume.

Assigning IP Addresses to Network Ports

IP Addresses Limitations

When assigning IP addresses to the network ports of the computers part of your Tiger Store network, make sure to avoid link-local addresses in the range 169.254.0.0 - 169.254.255.255.

Using a DHCP Server on Your Tiger Store Network

A Dynamic Host Configuration Protocol (DHCP) server automatically assigns and leases IP addresses to computers as they are added to a network. While you can allow run-time configuring of IP addresses of both the Tiger Store server and the Tiger Clients, to ensure the proper cross-network communication, there should be a DNS server on the network that resolves the IP address of each connected computer to its domain name. Additionally, each Tiger Client should add the Tiger Store server to its storage servers' list using its domain name instead of the IP address with which it is currently identified.

In case there isn't a DNS server on the network, you should configure your DHCP server to use static allocation of IP addresses to the Tiger Store server and Tiger Clients.

Note: *Non Tiger Client computers can still benefit from dynamic allocation of IP addresses by the DHCP server.*

Setting Up the SAN Policy on Windows Tiger Clients

By default, on computers running Windows Vista and above all shared disks visible to the computer are delivered as offline and read-only. You can bring these disks to online mode in Disk Management, still, there's a possibility on the next boot of the system the disks to be offline again. To change this behaviour, you should make sure that the SAN policy of the operating system is set to "Online All". To view and set the SAN policy of your computer you can use diskpart.exe command-line utility that is stored in the system drive of your computer.

To view the current SAN policy of your computer:

1. Run command prompt as administrator.
2. In command prompt, start diskpart utility by typing:
diskpart
3. To view the current SAN policy, type this followed by return:
SAN
The utility displays one of the following:
 - Offline Shared - all newly discovered disks that do not reside on a shared bus are brought online and made read-write.
 - Offline - all newly discovered disks remain offline and read-only.
 - Online All - all newly discovered disks are brought online and made read-write.
4. Do one of the following:
 - If the SAN policy of your computer is "Online All", exit diskpart utility and command prompt.
 - If the SAN policy of your computer is not "Online All", proceed with the steps below.
5. Run command prompt as administrator.
6. In command prompt, start diskpart utility by typing:
diskpart
7. Execute the following:
san policy=OnlineAll

Using Identical Time and Date Settings

It is advisable to use identical settings for time and date on all computers on your Tiger Store network (the storage server and all client computers). Using different time and date settings may hamper communication with the storage server and the Traffic and Events reports may display incorrect information.

Disabling Mac OS X Time Machine for Shared Volumes

It is highly advisable to exclude all volumes shared by Tiger Store from the list of locations Time Machine is set to back up on your Mac OS X T-Client. Keeping this feature turned on for shared volumes may hamper performance.

To exclude a shared volume from Time Machine's backup:

1. In Time Machine preferences, click the Options button.
2. In the sheet with locations, select a shared Tiger Store volume and click the "-" button.

3. Repeat the above step for each shared Tiger Store volume.
4. Click Save.

Calculating Folder Size (Mac OS X)

Use the Calculate Sizes option, available in List view of the Finder, to calculate sizes per folder and per window. Activate this option only for folders on your local disks. Do not enable it for folders on the shared storage volumes, as this will temporarily slow down performance. If you enable this option on a shared volume, network workstations that see the volume will be unable to work on it.

For details about managing the “Calculate Sizes” option, refer to your Mac OS X® documentation.

File Systems Behaviour and Files Compatibility

The three operating systems (Windows, Mac OS X and Linux) on which you can install the Tiger Client software differ in the way they manage files. On Windows, files can have many streams, in contrast to Mac OS X (only 2 streams - data fork and resource fork), and Linux (only data stream). In addition, files created by Mac OS X also have extended attributes (such as the Finder Info, for example) that are not available on the other two platforms.

These peculiarities of the file systems lead to partial loss of information when transferring a file created on one platform through a machine running on another platform.

For instance, when on Mac OS X you copy a file with 50 streams created by Windows, all file streams' information is lost, except the information of the data stream. The result will be the same when a Linux computer copies a 50-stream Windows file. A Mac OS X file copied by Linux will also lose its resource fork's info.

Streams' information is not lost when copying Mac OS X or Linux files by a Windows computer, but in this case a Mac OS X file will lose the extended attributes information.

There is another problem with files sharing common file format. For example, a movie file created with Final Cut Pro on Mac OS X is playable by QuickTime. If a Windows workstation copies this file, it will not recognize it as QuickTime-playable until adding the *.mov extension to it.

See also “Final Cut Pro Project Names on the Shared Volumes” on page 8.

Avoiding Long File Names

As the volumes Tiger Store uses 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.

Final Cut Pro Project Names on the Shared Volumes

It is advisable that the Final Cut Pro projects you create on the shared volumes have names that do not exceed 31 symbols.

Using Antivirus on the SAN

It is advisable to use an antivirus software (like ESET NOD32, for example) on your shared storage only when needed or if inevitable for your workflow. Additionally, to avoid decreased performance, it is advisable to run the checks only from the computer set as Tiger Store server.

Unresolved Known Issues

Support for Hard Links Limitations

Due to incompatibility between NTFS and HFS+ hard link attributes, the Finder may not show hard links on shared volumes properly. For example, if a file has two hard links in the same directory, when you browse this directory in the Finder only one of the hard links will be shown.

Support for Fast User Switching Known Issues

The Fast User Switching option allows switching between users on a single machine without quitting applications and logging out. It lets users leave their applications running and their files open when another user needs to log in.

While operations on the shared volumes are not interrupted when you switch users on a Tiger Client computer, the Tiger Client tray application/menulet may not be present when a new user logs on, thus preventing that user from controlling the available Tiger Client commands. A workaround to this problem is to force display the Tiger Client tray icon/menulet by restarting it.

Note: *As users on Linux computers use the command-line interface to manage the Tiger Client driver, you can use fast user switching without problems.*

To restart the Tiger Client tray application on a Windows computer:

1. Run the Task Manager as administrator.
2. In the Processes tab, right-click smct.exe and select End Process.
3. In the Run command (press Windows logo key+R to display it), execute this
C:\Program Files\Tiger Technology\Tbox\smct.exe

Note: *Where C: is the drive, on which the Tiger Client driver is installed.*

To restart the Tiger Client menulet application on Mac OS X:

1. Start the Activity Monitor (go to Applications | Utilities | Activity Monitor).
2. In the Disk tab, in the Process name column select smct.
3. Click End Process in the Activity Monitor task bar.
4. Provide an administrator's user name and password.
5. On the drive, on which the operating system is installed, go to /Library/Application Support/embedded/smct and double-click it.

Only Automatic Defragmentation of Volumes Available

Currently, you cannot perform manual defragmentation of your volumes. To keep your volumes defragmented it is advisable to enable the automatic defragmentation.

Volume Status not Preserved after Exiting Maintenance Mode

Volumes that have been shared before entering Maintenance mode may become Private after exiting Maintenance mode even though its tile shows Shared status. That is why after exiting Maintenance mode, it is advisable to check the status of all volumes seen by the storage server and manually change it. If the status of the volume is Shared, but it cannot be mounted on Tiger Clients, first set it to Private and then set it to Shared to let client computers mount it.

LAN Clients Taking Up SAN Client Licenses

When a Tiger Client sends a request to Tiger Store for connection to the shared volumes, the storage server checks the number of currently available licenses for this type of connection (SAN, Fast LAN or LAN) and if a license is available, lets the Tiger Client computer mount the volumes. If all connections for this type are already in use, the storage server lets the Tiger Client mount the volume(s) using another type of connection as long as such is available. While this lets Fibre Channel clients mount the volumes over the Ethernet when there's a problem with the FC HBA or port, or all SAN connections are already in use, it is possible a LAN client to take up a SAN connection and thus prevent a SAN computer from mounting the volumes, because all SAN connections are already taken up. A workaround to this problem is to manually free the connection, by disconnecting the LAN computer in the Clients page of the web interface.

Mac OS X Tiger Clients Mounting NTFS Stripe Partitions over the LAN

Currently, Mac OS X Tiger Clients can mount just the first partition of a striped NTFS volume over the Fibre Channel and all other partitions are mounted over the Ethernet.

Volume Disappears from Web UI during Check and Repair Procedure

While you perform the check & repair procedure on a Tiger Store volume, it is not listed in the web UI. Once the procedure finishes, you can manage the volume in the web interface again.

Incorrect Connection Status on Tiger Clients Running Mac OS X

The Tiger Client software on Mac OS X may sometimes fail to correctly display the connection status to the Tiger Store appliance. For example, the Settings dialog of the Tiger Client menulet may display that the Tiger Store is online, when it is actually offline. Another example is when the Tiger Client loses its Fibre Channel connection to the appliance and mounts the volume(s) over the LAN, while the volume icons in the Finder and on the desktop are not of volumes mounted over the Ethernet. Additionally, in this case Tiger Clients that run Mac OS X may fail to disconnect from the volume(s).

Allowing smct.app and vpd During Tiger Client Installation on Mac OS

During installation of Tiger Client on Mac OS X, even if you specify that smct.app and the vpd daemon must be added as firewall exceptions, you should manually allow them in the firewall database of your computer. Note that as long as the firewall of your computer is turned on, you will have to add them to the firewall database after each reboot of the computer.

Connect to Tiger Store from Mac OS X Without DNS Server

If there isn't a DNS server on the network through which a Mac OS X Tiger Client communicates with Tiger Store, the Tiger Client computer will fail to connect to the storage server and mount its volumes.

A workaround to the problem is to add an entry about each storage server you want to connect to in the hosts file on the Mac OS X Tiger Client:

1. In Terminal, type this followed by return:
`sudo nano /etc/hosts`
2. At the end of the hosts file, add a new line for each storage server you want to connect to, which contains the following:
`[IP address of the storage server] [name of the storage server]`
For example, if your Tiger Store server has IP address 172.16.1.1 and the name in the web UI is TStoreServer, in the hosts file enter the following line:
`172.16.1.1 TStoreServer`

3. Press CTRL+X, then Y and then Enter to exit the nano editor and save the changes.
4. Restart the Tiger Client.

Errors When Entering/Exiting Maintenance Mode

When entering/exiting Maintenance mode, the web UI of Tiger Store may display errors, when in fact the operation has succeeded. To verify that you have entered/exited Maintenance mode, refresh the browser. If on exiting Maintenance mode the error persists, restart the storage server.

Executing Operation on the Tiger Store Volume from Terminal

When Tiger Store is deployed in an Active Directory domain, you won't be able to execute certain operations on the Tiger Store volume(s) from the Terminal of a Mac OS X Tiger Client even if you have logged on as a user that has Full Control. These security mapping issues are not valid for operations performed in the file browser.

No Support for Sparse Files

Tiger Store does not provide support for sparse files on SAN volumes.

Mirrored/Spanned Volumes Mounted Over LAN on Mac OS X and Linux

Currently mirrored/spanned SAN volumes can be mounted on Mac OS X/Linux SAN Tiger Clients only over the LAN. Such volumes are mounted normally on Windows SAN Tiger Clients.

Manually Refreshing the Contents of a Directory

The contents of a directory may not be automatically refreshed on Tiger Clients and some file operations may fail. For instance if a Linux Tiger Client tries to copy a directory that is deleted by a Windows Tiger Client, the Linux computer may not be notified about this, and the copy operation will result in error.

To overcome such problems you may have to manually refresh the contents of the disks/directories you are working with.

No Support for Spotlight Indexing

Currently, Spotlight Indexing is not supported on Mac OS X Tiger Clients. To index and search through shared volumes from Tiger Clients running Mac OS X, use Spotlight alternatives.

Changing Volume's Icon on Mac OS X

You can change the appearance of a shared volume's icon on a Mac OS X Tiger Client, but the original icon of the volume will be restored immediately after restarting the storage server and your personal icon will be deleted.

Saving FCP Projects on the Shared Volumes

Sometimes Mac OS X Tiger Clients may receive errors when trying to save projects on the shared volumes directly through Final Cut Pro. A workaround for this problem is to save the project on a local disk and then copy it to the shared Tiger Store volume.

Label of SAN Disks Missing in Windows Explorer

It is possible the label of shared volumes mounted over the Fibre Channel to be missing in Windows Explorer on the Tiger Store server or on some Windows Tiger Clients.

To attempt to resolve the problem on a Tiger Client computer, disconnect and then reconnect it to the Tiger Store computer:

- 1.** Click the Tiger Client tray application and then click Connect/Disconnect.
- 2.** In the list of all storage servers, click the Tiger Store server to disconnect from it.
- 3.** Again click Connect/Disconnect and click the Tiger Store server in the list to connect to it.

Compressing or Encrypting Folders on Shared Volumes

You will not be able to compress or encrypt any folder on a shared volume. If you try to complete any of these operations, the system displays an error message.

No Support for Indexing Service on Shared Volumes

Currently, Tiger Store does not support the Windows indexing service on shared volumes mounted on Tiger Clients.