



Tiger STORE

Tiger Store 2.9.2 Release Notes

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This document provides release information for Tiger Store version 2.9.2. It discusses new features in this release as well as best practices.

What's New

Support for Tiger Client on Intel-based macOS Big Sur

You can install Tiger Client 2.9.2 on Intel-based computers running macOS Big Sur (64-bit). The Tiger Client driver for macOS Big Sur is distributed as a separate installation, not as part of the Tiger Clients installation bundle.

Important: *Currently, Tiger Client does not provide support for computers running the Apple M1 chip. You can install the Tiger Client client driver on a macOS Big Sur computer, only if it is Intel-based.*

Support for macOS Catalina

You can install Tiger Client 2.9.2 on a computer running macOS Catalina. See also “macOS Catalina Tiger Client Best Practices” on page 3.

CentOS Plus 6 Linux Installation Files Available Only Upon Request

To obtain the 2.9.2 installation file for the following CentOS Plus 6 kernels, you need to contact Tiger Technology support:

- 2.6.32-431.23.3.el6.centos.plus (64-bit)
- 2.6.32-642.3.1.el6.centos.plus (64-bit)

Fixed Known Issues in Version 2.9.2

Windows Using Fibre Channel Multipathing

Version 2.9.2 resolves a problem, which could lead to system instability on Windows Tiger Clients, which accessed the shared storage through Fibre Channel connection with enabled multipathing.

Best Practices

macOS Catalina Tiger Client Best Practices

Installing Tiger Client on macOS Catalina

If macOS Catalina does not allow you to open the Tiger Client installation file by double-clicking it, because Apple cannot check it for malicious software, you must control-click it in Finder, choose Open from the menu, and then click Open in the dialog that appears.

Mounting Volumes on macOS Catalina as a SAN Client

In order a macOS Catalina Tiger Client to mount shared volumes as a SAN client, you must manually allow Full Disk Access of the Tiger Client daemon to each LUN the computer is physically connected to, following these steps:

1. In the System Preferences of the macOS Catalina computer go to Security & Privacy.
2. In the Privacy tab, select Full Disk Access in the left pane and then select the check box of “tboxd” in the right pane.
3. Click Apply.

Upgrade to Version 2.9.2

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

To upgrade your Tiger Store storage server to version 2.9.2 from version 2.8 or above:

- (software-only installation) Without uninstalling version 2.8 or above, run the installation for version 2.9.2 and follow the on-screen instructions.
- (appliances) Contact Tiger Technology support for instructions about uploading version 2.9.2 as a firmware update.

Upgrade from Version 2.7.3 or Below

To upgrade your storage server to version 2.9.2 from version 2.7.3 or below, you need to:

- uninstall the previous version of the product from the storage server.
- perform a clean installation of version 2.9.2 on the storage server.
- deactivate Tiger Store on the storage server and then activate it anew.

On storage servers running the software-only version of the product, follow the steps provided below. On Tiger Store appliances, contact Tiger Technology support for assistance on upgrading to version 2.9.2.

To upgrade your Tiger Store storage server to version 2.9.2 from version 2.7.3 or below:

4. On the storage server computer display the Control Panel.
5. Double-click Programs and Features.
6. Right-click Tiger Store and select Uninstall.
7. Confirm that you want to uninstall Tiger Store.
8. When the Deactivation Wizard appears, select “Yes, return the license to server,” click Next and then choose the desired deactivation method, following the steps described in the Tiger Store Administration Guide.
9. When prompted, restart the computer.
10. When the storage server computer starts, log on to it using an account with administrative privileges.
11. In a web browser go to:
<https://license.tiger-technology.com>
12. In the home page of the licensing server, enter your order name and password in the corresponding fields, and click Log in.
13. In the Licensing Server menu, click Current Version and download the Tiger Store server installation and the Tiger Client bundle installations for version 2.9.2.
14. Double-click the Tiger Store installation file.
15. When the installation starts, click Next.
16. If the wizard suggests the installation of additional prerequisites, accept and click Next.
17. Select where to install the product, accept the terms of the software license agreement and click Install.
18. When the installation finishes, click Finish and select not to restart the computer, when prompted.
19. Double-click the Tiger Client bundle installation file.
20. When the installation starts, click Next.
21. Select where to install the clients bundle, accept the terms of the software license agreement and click Install.

22. When the installation finishes, restart the computer.
23. When the storage server computer starts, access the Tiger Store web interface.
24. In the web interface, click System and then About.
25. Click Manual Activation.
26. In the License Activation dialog, copy the serial number and in a web browser go to:
<https://license.tiger-technology.com>
27. In the home page of the licensing server, enter your order name and password in the corresponding fields, and click Log in.
28. In the Licensing Server menu, click Activate License.
29. In Activate License, paste the serial number for your copy of Tiger Store and click Generate Activation Key.
30. In the License Activation dialog, paste the keys generated for your copy of Tiger Store, and click OK.

Upgrade Tiger Clients to Version 2.9.2

Aside from upgrading your storage server, you must also upgrade all Tiger Client computers to version 2.9.2. On Apple Mac and Linux, to upgrade the client driver to version 2.9.2 you must first uninstall the previous version of the Tiger Client software and then install the new version. On Windows Tiger Clients, you can upgrade the client driver to version 2.9.2 without uninstalling the previous version.

To upgrade Windows Tiger Client to version 2.9.2:

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.

To upgrade Apple Mac Tiger Client to version 2.9.2:

1. Go to Applications | Tiger Client.
2. Double-click Uninstall.
3. Provide administrator's user name and password.
4. When prompted, confirm that you want to uninstall the Tiger Client software.
5. When the computer starts, open the web interface of the storage server.
6. Find the Tiger Client installation file for your operating system and click Download.

7. When the installation file downloads to your computer, double-click it to start the installation.
8. Follow the on-screen instructions and when prompted, restart your computer.

To upgrade a Linux Tiger Client to version 2.9.2:

1. Log on to the Linux system as root.
2. In command-line, execute the following:
`rpm -e Tiger-Client`
3. In the web interface of the Tiger Store, find the Tiger Client installation file for your operating system and click Download.
4. When the installation file downloads to your computer, log on to the Linux system as root.
5. In command-line, execute:
`rpm -i <path to the Tiger Client software .rpm file>`
6. In command-line, execute the following as root:
`/etc/init.d/tboxd start`