

# Tiger STORE

## Transferring the Tiger Store Storage Server Role

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## Transferring the Tiger Store Storage Server Role

To provide the normal workflow of your Tiger Store network, Tiger Store must be installed and activated on the computer assigned as storage server. By design the Tiger Store network doesn't allow two metadata controllers (computers with Tiger Store installed and activated) to see the same volumes at the same time as both of them claim control over the volumes. When the storage server is not online, no Tiger Client can mount and work with the shared volumes, until it is back online or a new storage server takes over processing requests from Tiger Clients. You may need to transfer the storage server role to another computer, because the current storage server has failed or if you want to use a more powerful machine instead.

In Tiger Store, the process of transferring the storage server role to another computer is related to downtime of your shared storage. This document provides you with the strategies and procedures you might consider in order to minimize this downtime.

## Things to Consider

Generally, when you intend to transfer the storage server role to another computer, you have to consider the following factors:

### Preventing Data Corruption

While Tiger Store is activated on the storage server, all volumes supervised by it are protected from data corruption when multiple computers mount them at the same time. Even when the storage server is shut down or Tiger Store is uninstalled, computers seeing the volumes can mount only the ones set to Offline mode in the Tiger Store web interface.

To prevent data corruption, before uninstalling Tiger Store from the storage server, make sure all volumes you want to protect are either Shared or set to Private.

### Transferring the License

The Tiger Store license holds the information about the activation status of the storage server and the number of Tiger Clients that can mount the shared volumes concurrently. The license is unique for the storage server and two or more computers cannot use the same activation key for Tiger Store activation. This prevents you from activating Tiger Store on more than one computer on the Tiger Store network. When you decide to transfer the storage server role (and its license) to another computer, you will need to deactivate the license and activate it again on the new storage server.

### Detecting the New Storage Server from Tiger Clients

To be able to mount and work with volumes shared by Tiger Store, Tiger Clients must add the Tiger Store storage server to their list of storage server and then connect to it. Tiger Clients identify the storage server by its name or IP address. Unless you assign exactly the same IP address to the new

storage server as the previous one, on each Tiger Client you must add that machine to the storage servers list and connect to it in order to mount the volumes it shares.

## Scenario 1: Clean Installation of Tiger Store

The most straightforward procedure for transferring the storage server role to a new computer is to perform clean installation of Tiger Store on it before you activate Tiger Store. Basically, to assign a new computer as storage server of your Tiger Store network you should go through the following procedures:

1. Uninstall and deactivate Tiger Store from the current storage server (see “Uninstall and Deactivate Tiger Store” on page 4).  
**Important:** *To protect the volumes from data corruption, make sure all of them are with either Shared or Private status in the web UI of Tiger Store.*
2. Physically disconnect the previous storage server from the shared storage.
3. Install and activate Tiger Store on the new storage server (see “Install and Activate Tiger Store” on page 4).
4. In the web interface, specify the volumes that will be shared to Tiger Clients (see “Share Volumes to Tiger Clients” on page 9).
5. Turn on all Tiger Clients and on each of them add the new storage server to their storage servers’ list and then connect to it in order to mount the shared storage volumes (see “Create a List of Storage Servers” on page 9).

**Tip:** *You can remove the previous storage server from your list of storage servers.*

## Scenario 2: Standby Storage Server

The failover scenario that minimizes the downtime the most is with a standby storage server.

To use a computer as a standby storage server it must meet the following requirements:

- it meets the minimum system requirements for Tiger Store storage server.
- it is connected to the shared storage and can mount it with Read & Write permissions.
- it is on the same LAN as the current storage server and Tiger Clients.
- it runs the same software version of Tiger Store as the current storage server, but is NOT activated.
- all settings in the web interface except the IP address are exactly the same as the ones in the web interface of the current storage server.

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To fail over to the standby storage server, you should do the following:

1. Shut down all Tiger Clients.
2. Uninstall and deactivate Tiger Store from the current storage server (see “Uninstall and Deactivate Tiger Store” on page 4).
3. Physically disconnect the previous storage server from the shared storage.
4. Activate Tiger Store on the new storage server (see “Install and Activate Tiger Store” on page 4).
5. Set the same IP address as the one used by the previous storage server.
6. Turn on all Tiger Clients.

**Important:** *If it is impossible to uninstall and deactivate Tiger Store as the computer cannot be started, contact Tiger Technology support by phone or e-mail for assistance.*

Once Tiger Clients are turned on, they automatically connect to the new storage server as it uses the same IP address as the previous one.

## Procedures

### Uninstall and Deactivate Tiger Store

When you need to assign another computer as a metadata controller, you need to uninstall and deactivate Tiger Store from the current storage server in order to use it on another computer. Currently, Tiger Store doesn't provide interface for deactivating the product. For the purpose, you need to contact Tiger Technology support for assistance on transferring your license to another computer prior to uninstalling it from your current storage server.

#### To uninstall Tiger Store:

1. Display the Control Panel.
2. Double-click Programs and Features.
3. Right-click Tiger Store and select Uninstall.
4. Confirm that you want to uninstall Tiger Store.
5. When prompted, restart the computer.

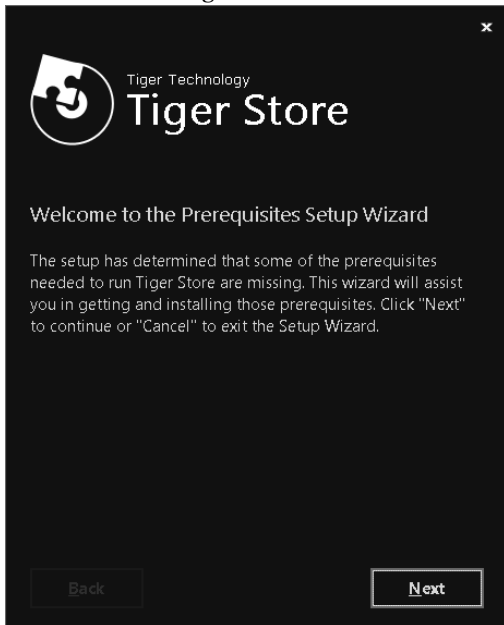
### Install and Activate Tiger Store

#### To install Tiger Store and the client bundle on the storage server:

**Important:** *Before you install Tiger Store on the storage server, make sure that any other SAN management software is uninstalled from the system.*

1. On the selected computer, log on using an account with administrative privileges.
2. Browse for and double-click the Tiger Store installation file.

The installation begins.



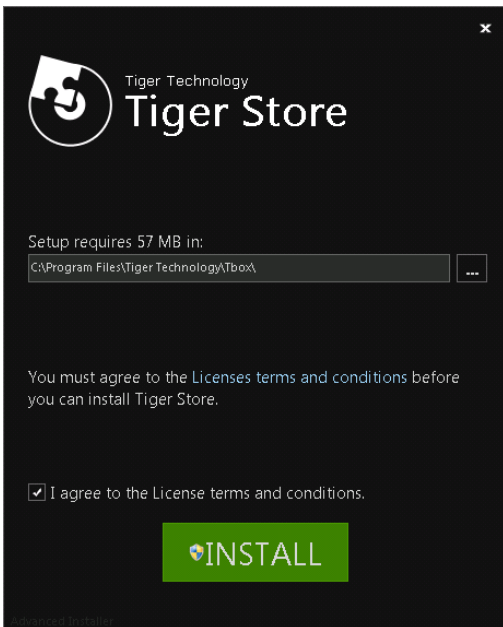
3. Click Next.

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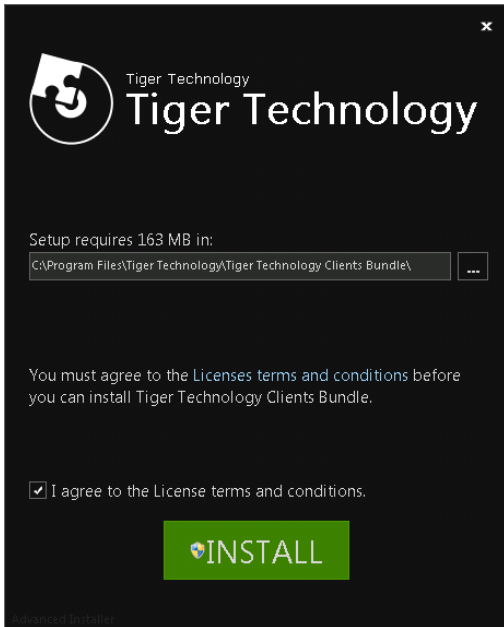
4. If the wizard suggests the installation of additional prerequisites, accept and click Next.



5. Select where to install the product, accept the terms of the software license agreement and click Install.



6. When the installation finishes, click Finish and select not to restart the computer, when prompted.
7. Browse for and double-click the Tiger Store clients bundle installation file.
8. When the installation starts, click Next.
9. Select where to install the clients bundle, accept the terms of the software license agreement and click Install.



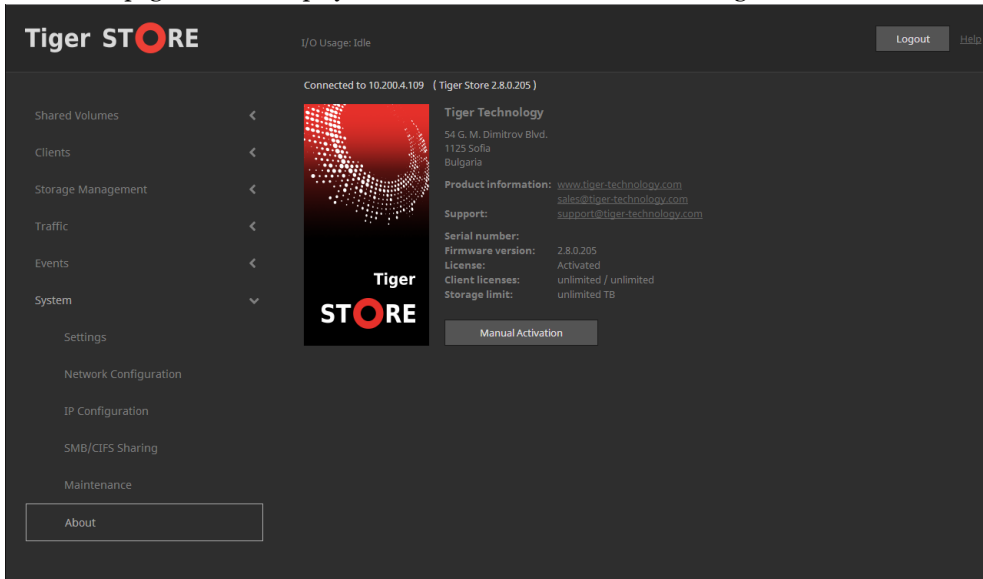
10. When the installation finishes, restart the computer.

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### To activate Tiger Store:

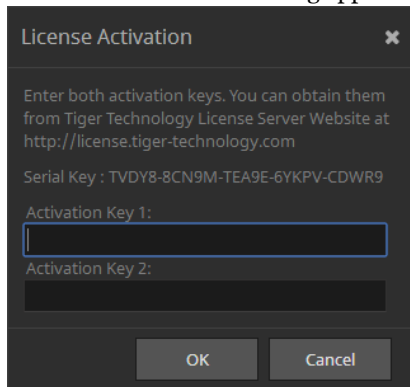
1. In the left menu of Tiger Store's web interface, click System and then About.

The About page loads. It displays license information about the storage server.



2. Click Manual Activation.

The License Activation dialog appears.



3. Copy the serial number and in a web browser go to:  
<https://license.tiger-technology.com>
4. In the home page of the licensing server, enter your order name and password in the corresponding fields, and click Log in.



**Note:** *If you enter the Tiger Technology licensing site for the first time, you should fill the registration form to continue.*

**Important:** *The order name and the password are case sensitive.*

The server displays information about your account.

5. In the Licensing Server menu, click Activate License.
6. In Activate License, paste the serial number for your copy of Tiger Store and click Generate Activation Key.

The licensing server generates two activation keys.

7. In the License Activation dialog in the Tiger Store web interface, paste the keys generated for your copy of Tiger Store, and click OK.

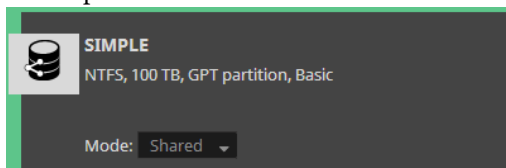
The About page displays the activation status of the storage server and the type of license used.

## Share Volumes to Tiger Clients

### To share a volume to Tiger Clients:

**Important:** *If you share an Offline volume, all non-Tiger Client computers that access it will dismount it and will lose any unsaved data on that volume.*

1. In the left pane of Tiger Store's web interface, click Storage Management and then Volumes.
2. In the Volumes page, find the tile of the private/offline volume, which you want to share and in the drop-down box select Shared.



**Note:** *You cannot share a volume if the product is not activated.*

3. Confirm that you want to share the volume to Tiger Clients.

The volume is shared to all Tiger Clients that have access to it.

## Create a List of Storage Servers

Once you create a list of the available storage servers, you can connect and disconnect to any of them in order to mount/dismount the volumes they manage.

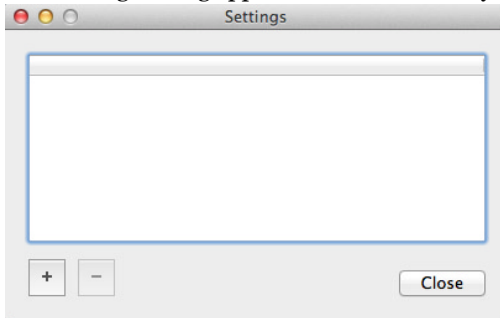
**Important:** *On LAN clients, always add the Tiger Store storage server to the storage servers list with the IP address set for the faster connection, if there is such. For more information, refer to the "Assigning IP Addresses to Network Ports" best practices topic in the latest version of the product release notes.*

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### To add a Tiger Store storage server to the list (Mac OS X and Windows):

1. Click the Tiger Client tray/menulet icon and then click Settings.

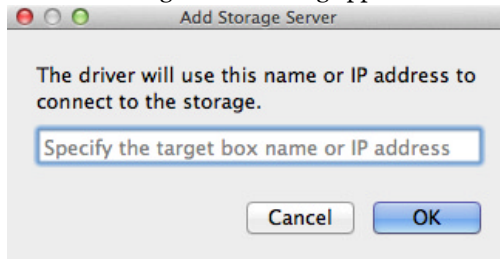
The Settings dialog appears. It lists all already added storage servers.



2. Do one of the following:

- (Windows) Click Add.
- (Mac OS X) Click the “+” button.

The Add Storage Server dialog appears.



3. Enter the name or IP address of the Tiger Store storage server.

**Note:** For Tiger Store storage servers with two server nodes, at least one of the nodes must be online.

4. Click OK.

The storage server appears in the list.

### To add a Tiger Store storage server to the list (Linux):

1. In command-line, type:

```
smct -a [name or IP address]
```

where [name or IP address] is the name or IP address of the Tiger Store storage server.

**Note:** For Tiger Store storage servers with two server nodes, at least one of the nodes must be online.

**2.** Press Enter.

If you have successfully added the storage server to the list, the Tiger Client software automatically attempts to mount the volumes it shares on your computer.

**Tip:** *To view all storage servers added to the list on your computer, type `smct -l` and press Enter.*

**To connect to a Tiger Store server (Mac OS X and Windows):****1.** Click the Tiger Client tray application/the menulet and then click Connect/Disconnect.

Your list of all storage servers is displayed.

**2.** Click a disconnected server (a server without a check mark in front of its name/IP address) to connect to it.

The volumes this server shares are mounted on your computer.

**To connect to a Tiger Store server (Linux):****1.** In command-prompt, type:

```
tclient -c [number/host/IP address]
```

where **[number/host/IP address]** is the IP address of the server or its number in your list of storage servers.

**2.** Press Enter.

**Tip:** *To connect to all servers on your list, type `tclient -c all` and press Enter.*

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