

# CACHE-A

## Prime-Cache & Pro-Cache Software v1.2.3 Release Notes

Version v1.2.3 is a software release addressing a variety of system issues and performance improvements

Be sure to refer to the latest documentation when using your system:

**THIS RELEASE INCLUDES A FULL UP-TO-DATE ARCHIVE APPLIANCE MANUAL:**  
IT MAY BE FOUND BY DIRECTING YOUR BROWSER TO:

**[http://archiveXX.local/User\\_Manual.pdf](http://archiveXX.local/User_Manual.pdf)** (XX is the last two digits of your serial number)

The following improvements have been implemented in this release:

Catalog database performance has been substantially improved:

- Completion of archiving sessions is faster as newly archived files can be added to the database more quickly
- Adding tapes to the catalog which were not already in the database is accelerated to allow faster tape table of contents importing

Individual File Restore performance has been improved:

- Previous versions could create very large archive sessions which caused excessive tape seeking to restore individual files
- Archive sessions are now automatically limited where possible to allow the location and restoring of individual files more quickly

Improved Support for international 2 byte character languages:

- Drag and drop, Search, and Rename functions now all support 2 Byte International text

The Cache-A share is now correctly advertised on Macs:

- The top level share of Cache-A systems now appears under the name "Cache-A" instead of "vtape"

This release, combined with the prior v1.2.1 release addresses a wide variety of issues:

- A variety of issues have been addressed by automatically removing files that have been left behind as a result of improper disconnection, power loss, and from permissions issues
- A problem has been fixed where archiving sessions did not start automatically upon files being dropped on the VTAPE under certain circumstances
- A problem has been fixed with certain actions which could duplicate archived files and unnecessarily consume tape space
- A problem with certain monitors connecting to the maintenance terminal port has been fixed
- Several issues with archiving and/or restoring files with unusual file names have been corrected
- A number of minor user interface issues have been improved

# CACHE-A

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There are a number of additional items users should note:

### WARNINGS

*Issue:* The system will not warn you if you try to put too much information on a tape or on the VTAPE (not a problem if Tape Spanning is turned ON)

*Warning:* Manually manage your archives by keeping an eye on how much room is available on the current tape (Tape Information dialog) and by keeping an eye on how full the VTAPE is getting (System Status page).

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We recommend you not try to put more than 740GB per LTO-4 or 1425GB per LTO-5 tape to always assure no overruns due to tape handling issues (block size utilization, tar and file overhead, and potential bad blocks).

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If using Tape Spanning you **MUST** have enough tapes for the complete archive session or your archive will fail as you will not retain those files that do not fit and the Table of Contents will be lost.

*Issue:* The system may appear to not be doing anything when it is actually busy.

*Warning:* Before restarting or shutting down the system always:

- Check the “Drive” status indicator in the File Manager > Transfer List upper right corner,
- Refresh the browser window to make sure your page is loading and
- Check that the Internal Disk Storage Activity indicator (amber front panel light) is not mostly on – if it is, the system is busy and shutdown will likely affect an archive.
- Use the Main Menu Shutdown facility or briefly press the power button – only press and hold the power button for emergency shutdowns
- Note that system booting may also take a long time during normal automatic maintenance periodic file system checks – if your Disk Activity lights are busy **DO NOT** interrupt this process, you can cause severe file system damage

*Issue:* Connecting eSATA devices does not support hot swap.

*Warning:* In order to have eSATA drives appear correctly

- Connect the eSATA device, then power it up and assure it is fully running
- Then power-on or restart from the web page your Cache-A system

ExpressCard connected and USB connected devices can be plugged in at any time, and disconnected at any time you are not reading from or writing to them.

### DOCUMENTED PROBLEMS

*Issue:* The “Remove Files” setting can result in incomplete archiving

*Workaround:* Turn off Remove Files. Erase the VTAPE when it becomes full. To create archive sessions larger than the capacity of the VTAPE, archive from either Network or Direct Attached Storage.

# CACHE-A

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*Issue:* Writing to Direct Attached Storage formatted for Macs only works for volumes formatted as Mac OS Extended, Case-Sensitive (Not Journaled)

*Workaround:* Use the Mac Disk Utility to format such volumes as Mac OS Extended, Case-Sensitive when you expect to be writing to them from a Cache-A system. Note that Cache-A systems can read-only any Mac format.

*Issue:* Multiple Volumes mode (tape spanning) can have issues with Write Verify turned on and can have issues with deeply nested files at tape transitions

*Workaround:* Turn off Write Verify when the using tape spanning feature to avoid making multiple copies of some files. Be aware that an error may appear and files spanning tapes may restore to the wrong directory if deeply nested.

*Issue:* Dropping a group of files from a Mac OSX system to the VTAPE level may archive zero-length files.

*Workaround:* Always archive Mac OSX files inside a folder or copy them to the top share level and then move them to the VTAPE.

*Issue:* It is possible to rename a tape volume by renaming the VTAPE folder but this does not always work correctly.

*Workaround:* Always rename volumes using the “Rename” function under the “Menu” button (formerly “Item”) of the File Manager.

*Issue:* In some cases the web browser may report “A script on this page may be busy...” when doing transfers for a large number of files.

*Workaround:* Always select “Continue” and you can safely check “Don’t ask me again”. This is often due to a system that is busy and is not a significant problem. You can avoid any browser issues by closing the Cache-A browser interface during large archive sessions.

*Issue:* Recovery of damaged tapes will require contacting Cache-A Technical Support.

*Workaround:* Contact Cache-A support technicians to restore content and/or repair the TOC on the tape through Support Connect.

*Issue:* Recovery of a Backup copy of the Catalog into a Cache-A system will require contacting Cache-A Technical Support.

*Workaround:* Contact Cache-A support technicians to restore a Catalog Backup through Support Connect.

*Issue:* Canceling an Archive session does not always stop the transfer to tape. The session will end, but then restart.

*Workaround:* None. You can cancel the session again or restart the system. NOTE: canceling any archive or restore will result in incomplete transfers – be aware that there will be missing files when you have canceled a session.

*Issue:* On the Safari Web Browser the system time is displayed with the client’s time zone as in: 12:15 MDT, not the time zone set on the Cache-A Archival Appliance.

*Workaround:* None, but normally both client and the appliance are both in the same time zone.

# CACHE-A

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