

CACHE-A

Prime-Cache & Pro-Cache Software v1.3 Release Notes

Version v1.3 is a software release to provide Library capabilities for Pro-Cache models. This release also includes bug fixes and other improvements as documented below

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 (XX is the last two digits of your serial number)

The following improvements have been implemented in this release:

Library Operations for Pro-Cache System:

- A selector is now provided in the File Manager to allow users to work with the “Main” drive in the Pro-Cache or the “Library” drive
- Additional user interface elements appear as described in the v1.3 User Manual to allow operation of the various Library capabilities

Problems with browsers reporting “Slow Script” errors have been resolved:

- The transfer list used to contain thousands of items which could be a problem for browsers to report in certain client configurations – this list is now limited to fewer entries
- A “View All” link has been added next to the title of the Transfer List – this link brings up a new window displaying a non-interactive view of all files transferred since the current tape was inserted.

Access to the entire Cache-A Share has been added to the web user interface:

- The drop-down menu at the bottom of the “Source Directory” listing of the File Manager page now includes a selection for the Cache-A Share in addition to the VTape selection.
- This will allow users to archive any content placed on the share from the web user interface without having to use the mounted client side to initiate transfers

This release also fixed a variety of minor issues including:

- Updating location data can now be correctly canceled
- Display of full Catalog in Tape Directory is now faster
- As the “Remove Files” function had some issues, it is no longer available in the System Tools > Settings options

CACHE-A

Prime-Cache & Pro-Cache Software v1.3 Release Notes

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).

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).

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: 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.

CACHE-A

Prime-Cache & Pro-Cache Software v1.3 Release Notes

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: 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.