

# CACHE-A

## Prime-Cache & Pro-Cache Software v1.2 Release Notes

Version v1.2 is a software release providing some new features and addressing a variety of system issues.

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)

*New v1.2 information has change bars for experienced user's quick reference*

The following new features have been implemented in this release:

### Restore from Search Results

- It is now possible to drag and drop individual items from search result appearing in the Tape Directory column to restore them.
- You can also select "Recover All" from the Menu button to cause all search results to be restored.
- If search results are on a different tape than one currently inserted, or if search results are on multiple tapes, you will be prompted to insert each tape as needed.

Direct Attached Storage is advertised on the Cache-A share:

- Any storage device plugged directly into the Cache-A system will appear in a folder on the Cache-A share called "DirectAttachedStorage."
- This feature can be enabled/disabled from the button in System Tools page, Settings tab.
- This enables users to make copies of content so connected to their client workstations and/or to cause that content to be archived by dropping it on the VTAPE without having to use the File Manager web page. Direct Attached files can now be managed using the full facilities of the Mac Finder or Windows Explorer.

Content can be archived directly to tape from Direct Attached Storage or Network Attached Storage without going through VTAPE,

Content can be restored directly from tape to Direct Attached Storage or Network Attached Storage without going through VTAPE:

- From File Manager, users can select any desired target for restores or archives from the dropdown menus at the bottom of each directory list.
- Content will copy onto the VTAPE only when it is selected as a target. If it is the target for an archive in the Tape Directory column, it will automatically be moved to tape as with previous releases.

A permanent link to the VTAPE now points to the current tape folder regardless of the tape name:

- The link appears named as VTAPE\* – third party applications seeking to archive content to tape can now always find the correct folder without querying the Cache-A system.
- This feature can be enabled/disabled from the button in System Tools page, Settings tab.
- \* Note: Mac OS systems automatically translate this name to its link, creating the appearance of duplicate-named folders - users may not want to enable it in this circumstance.

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This release, combined with the prior v1.1.3 release addresses a wide variety of issues:

- Systems will now automatically eject tape cartridges when shutting down - Users should be aware that if a unit is powered down without ejecting, the tape memory is not updated with information about the last archive. This should now only happen if power is lost or if users force a power down. If tapes are in this state, the system will now detect this condition and warn the user.
- All SMB shared volumes should appear in the Mount Manager if they are set in Windows networking to be publicly browseable.
- Direct attached storage devices (USB, eSATA or 1394 devices via ExpressCard) should now permit all users to access, move, and/or erase files. There may still be permissions issues with some network attached storage – contact technical support for assistance with such files, network attached issues will be addressed in the next release.
- Volumes which had spaces or other illegal characters in their names can now be properly mounted and un-mounted.
- NTFS volumes that had not been properly un-mounted (ejected) can now be mounted.
- eSATA devices on Pro-Cache systems are now properly detected and can be mounted and un-mounted.
- The web interface now always correctly reports the system's current IP address.
- Minor issues with Multiple Volumes (Tape Spanning) have been addressed.

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 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

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### DOCUMENTED PROBLEMS

*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.