



# Product Bulletin 82

---

<b>Product</b>	StorNext Partial File Retrieval v1.1
<b>Summary</b>	StorNext Partial File Retrieval product not supported in VM (Virtual Machine) mode.
<b>Date</b>	June 2012

---

## Overview

---

StorNext Partial File Retrieval v1.1 is not supported in VM (Virtual Machine) mode. All software components must be run as local/resident applications, including:

- **PFR Control Server and Configuration GUI:** The core of the system and the tool that configures it
- **PFR Transfer Engine:** The engine that retrieves and creates the partial file
- **PFR Status GUI:** The user application that allows monitoring and modifying the queue of pending and in-progress retrievals
- **Index Engine and Configuration / Status GUI:** The service that indexes media files before they are truncated

In previous versions of StorNext Partial File Retrieval, a Virtual Machine ran the StorNext API (SNAPI) interface. As of PFR v1.1, a Virtual Machine is now superfluous for new installs. As part of an upgrade to version 1.1, the VMWare software can be removed from the Server, unless it is needed for some other purpose.

---

## Symptoms

---

Missing, poor, or inconsistent content indexing and retrieval performance, resulting in delayed availability of content.

---

## Solution & Workaround

---

Be sure that all software components of StorNext Partial File Retrieval v1.1 are running as local/resident applications on the designated server.

---

## Bulletin and Alert Automatic Notification

---

To automatically receive future bulletins and/or alerts for Quantum StorNext via email, go to the location below and enter basic information about yourself, your company, and your StorNext product. You will need to provide your StorNext serial number when you sign up.

Go to this location to sign up for automatic notification:

[www.quantum.com/stornextbulletins](http://www.quantum.com/stornextbulletins).

---

## Contacting Quantum

---

More information about StorNext is available on the Quantum Service and Support website at [www.quantum.com/ServiceandSupport](http://www.quantum.com/ServiceandSupport). The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

<b>North America</b>	+1 800-284-5101 Option 1
<b>EMEA</b>	00800 7826 8888 or 49 6131 3241 1164
<b>Online Service and Support</b>	<a href="http://www.quantum.com/OSR">www.quantum.com/OSR</a>
<b>World Wide Web</b>	<a href="http://www.quantum.com/ServiceandSupport">www.quantum.com/ServiceandSupport</a>

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)