



Product Bulletin 84

Product	StorNext® system installations
Summary	When installing an Operating System the installation program may prompt the User to initialize the StorNext disks. If the wrong selection is made the installation program could initialize the labels of the disk and the clients will not be able to mount the StorNext file system.
Date	November 2012

Problem

The Operating System Installation program may not recognize the StorNext file system disk labels so when installing the operating system it could prompt the user to initialize the disks

Symptoms

If you choose to reinstall your Operating System your clients may not be able to mount the StorNext file system.

Solution

The StorNext file system disks should be detached during the Operating System installation process so they are not detected and accidentally re-initialized. Here are the steps to take:

- 1 Power off the system on which you are installing the Operating System.
- 2 Detach the disks, either physically or through zoning the fibre channel from the machine.
- 3 Restart the installation.

Workaround

An alternate workaround:

From the Operating System installation choose the option to keep the Installation program from re-labeling your RAID disks.

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.

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at 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:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
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