



Product Bulletin 55

Product	StorNext® 3.5.0 and 3.5.1
Summary	StorNext MDC may fail when running on Windows
Date	April 2010

Overview

If you are running a StorNext 3.5.0 or StorNext 3.5.1 MDC on a Windows platform, it is highly likely you will eventually encounter an MDC failure.

For more information, contact the Quantum Technical Assistance Center and reference CR 27779.

Symptoms

To determine if you have encountered this problem, StorNext administrators should search the cvlog files for either of the following panics:

```
PANIC: fsm ASSERT failed "n->pending_len == n->total_len"  
file server_comm.c, line 2633
```

Or:

```
PANIC: fsm "post_header_recv WSARcv" file server_comm.c,  
line 2375
```

Note: The actual line numbers will vary by release.

If this problem occurs, you will have a brief outage while either the MDC fails over to a backup MDC or the affected FSM is restarted. No manual intervention should be required.

Solution

Quantum recommends upgrading all Windows-installed MDCs to StorNext 3.5.2.

Fixes are also available in StorNext 4.0, and will be included in all future StorNext releases.

There is currently no workaround for this issue.

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:

North America	+1 800-284-5101 Option 5
EMEA	00800 9999 3822
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

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