

Release Notes

hp StorageWorks NAS 1200s

Product Version: 4.2

First Edition (November 2003)

Part Number: 352556-001

This document is intended for HP StorageWorks NAS 1200s running version 4.2 of the NAS software image. This document provides information not available in other documents.



i n v e n t



352556-001

© 2003 Hewlett-Packard Development Company, L.P.

Microsoft®, Windows®, and Windows NT® are trademarks of Microsoft Corporation in the U.S. and other countries.

Intel®, Pentium®, and Itanium® are trademarks of Intel Corporation in the U.S. and other countries.

UNIX® is a trademark of The Open Group in the U.S. and other countries.

Hewlett-Packard Company shall not be liable for technical or editorial errors or omissions contained herein. The information in this document is provided “as is” without warranty of any kind and is subject to change without notice. The warranties for HP products are set forth in the express limited warranty statements accompanying such products. Nothing herein should be construed as constituting an additional warranty.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Printed in the U.S.A.

First Edition (November 2003)

Part Number 352556-001

Contents

Release Notes Information	5
Japanese Support for the 1200s	5
Services for NFS.....	6
Clearing the NFS log via the WebUI causes the log file to become inaccessible	7
NFS administrative shares support.....	7
Volume Mount Points support	7
Admin cannot list and map domain users and groups for NFS mapping unless the NFS admin is logged into the domain	8
User name mapping Japanese characters	8
Comments in Password and Group file not recognized	9
Mapping Service Fails to Start.....	9
NAS Web User Interface.....	10
Improper Closure of Remote Desktop	10
Disabled network cards not visible in Web UI.....	10
Renaming host does not change address bar of browser.....	10
Rapid Startup Wizard automatically advances.....	11
Renaming host forces a restart where the restart page does not refresh.....	11
Altering the Network interface from DHCP to static causes the page not to return	11
Managing NTFS Mount points	11
Volume mount points are improperly displayed on Volume page...	12
Default Username and Passwords	12
Web UI continues to display Orphaned Shares.....	12
RESOLUTION	12

Active HTML Storage Reports do not display file information properly	14
List boxes do not scroll properly	14
DFS Root does not update on file share page.....	14
FAT & FAT32 volumes are not displayed on the Volumes main page	14
HTTP Access is denied even though protocol is listed as Running .	15

Microsoft Storage Server 2003.....15

Incorrect error when file screening is implemented under Storage Manager.....	15
Cannot connect to AppleShare from a MacIntosh machine	15

Quick Restore Process.....16

Supported USB DVD Drives.....	16
Drive Configuration Hangs	16

Release Notes Information

These Release Notes cover the following major topics:

- Japanese Support for the 1200s
- Services for NFS
- NAS Web User Interface
- Microsoft Storage Server 2003
- Quick Restore Process

Japanese Support for the 1200s

The NAS 1200s supports Japanese, but a conversion process must be completed before running Rapid Startup. To convert the 1200s into Japanese:

1. Connect a keyboard, monitor, and mouse.
2. Login to the local console using the Administrator account. The password is "hpinvent".
3. Select Run from the Start menu.
4. Enter the following:
`c:\hpnas\Conv.vbs`
5. Select **Yes** to convert the system to Japanese and restart the server.

Services for NFS

NFS performance will increase when changing from the default of synchronous writes to asynchronous writes.

To change from synchronous to asynchronous writes (and vice versa), open the Web UI and click Shares, Sharing Protocols. Choose the NFS Protocol, and click Properties. Click the NFS Async/Sync Setting button to toggle between asynchronous and synchronous writes.

NOTE: After toggling between synchronous and asynchronous writes (and vice versa), the NFS server service must be restarted. Inform all users before restarting the service.

Keep the following in mind when toggling between synchronous and asynchronous writes.

1. When the caching setting for Services for NFS is set to asynchronous writes (caching on), NFS clients may incorrectly assume that all the writes were safely committed to stable storage; the writes are only in the Services for NFS cache.
2. For asynchronous writes: Although Server for NFS informs the NFS client that the data has been safely written to disk, the data is still stored in cache, and is waiting to be written to disk. This might cause file corruption issues if, for example, you lose your power supply to the Server for NFS server while data is still in the cache. At this point, the NFS client assumes that data that was lost was actually safely written to disk.
3. With synchronous writes on (caching off), all write requests are immediately committed to disk before a response is sent. Although synchronous writes “on” does frequently slow NFS file writes, it does improve the stability and data integrity.



WARNING: Turn asynchronous writes on only if you are willing to risk file corruption if any issue with the NFS server causes the cache to be lost (for example, if the system shuts down, stops responding, loses its power supply, or experiences other serious issues).

Clearing the NFS log via the WebUI causes the log file to become inaccessible

When clearing the NFS logs via the WebUI, the log file will clear but the file permissions are set incorrectly. Access to the log `c:\msnfs\logs` with Windows Explorer will be denied. To resolve the issue, stop the Server for NFS service, clear the NFS log, then start the Server for NFS service. The log file will then be accessible.

NFS administrative shares support

Services for NFS does not work with administrative shares in the same fashion as CIFS. By default, a volume drive such as C: is CIFS shared as C\$. This is an example of an administrative share and is hidden to CIFS clients. If an NFS share is created and named *driveS*, as in the example, the share will not be hidden to NFS clients. This NFS share will act as a normal NFS share.

Volume Mount Points support

Attempting to create an NFS share on a disk mounted on a mount point will result in the error:

```
Cannot write IOCTL to NFS driver...
```

HP StorageWorks NAS 1200s supports many network sharing protocols including the NFS protocol for UNIX® and Linux clients. Shares for which the NFS protocol will be enabled must be created on logical disks that are mounted on a drive letter. Microsoft® Windows® Storage Server 2003 supports mounting virtual disks onto mount points or reparse points created on another disk already mounted on a drive letter.

Mount points enable the administrator to mount many disk devices under a single drive letter, creating the appearance and behavior of a larger disk drive with a contiguous namespace. However, the Microsoft Services for NFS Server does not yet support the functionality of mount points.

All logical disks to be used for NFS sharing should be mounted on a drive letter, not on a reparse or mount point. If no NFS shares will be created on a particular logical disk, that virtual disk may be mounted on a mount point instead of a drive letter.

Admin cannot list and map domain users and groups for NFS mapping unless the NFS admin is logged into the domain

The admin must log into the domain before mapping domain users and groups. If the admin is not logged into the domain, the domain user or group is not on the list of Windows users or groups and cannot be mapped.

User name mapping Japanese characters

User name mapping for the network file system (NFS) server does not support UNIX user names containing Japanese characters.

The names of NFS client groups that are used by the NFS server cannot contain Japanese characters.

Comments in Password and Group file not recognized

Comments preceded by a “#” in the Password and Group file will not be recognized when specifying the Password and Group file for setting up the User and Group mappings of the NFS protocol. If a Password or Group file is used with a comment, the following error will be displayed in the WebUI:

```
“The user list cannot be retrieved. Make sure  
the password file is not corrupted and then  
try again”.
```

Mapping Service Fails to Start

If all network ports are not attached to an active link or contain a port terminator, the mapping service will fail to start on boot. In conjunction with this failure, an error event ID 7034 is logged in system log with details as followed:

```
Source: Service Control Manager  
Category: none  
eventID : 7034  
file name: netevent.dll
```

Description: the user name mapping service terminated unexpectedly.

The mapping service can be re-started once all network ports become active through a link or port terminator.

NAS Web User Interface

Improper Closure of Remote Desktop

Certain operations can leave the utilities running if the browser is closed versus exiting from the program via the application menu or logging off the Remote Desktop session. Some applications may become orphaned in this manner when the Remote Desktop Session is exited improperly. Note a maximum of two Remote Desktop sessions may be used at any given time. Improper exit from a session can result in the sessions becoming consumed. Sessions and processes may be terminated via the Terminal Services Manager via **Start > Programs > Administrative Tools**.

Disabled network cards not visible in Web UI

If a network card is disabled, the network card will not appear in the Web UI. Remote Desktop must be used to re-enable the network card before it will be visible again in the Web UI. Rapid Startup becomes unresponsive if a NIC Team is established and then Rapid Startup is run with the team in place, the network settings pages will become unresponsive, and the wizard page cannot be exited. To exit Rapid Startup, click some other menu item in the Web UI.

Renaming host does not change address bar of browser

When renaming the host from the Web UI, the server will restart but the address bar identification is not altered. The Web UI may continue to function but may result in a message:

The page cannot be displayed.

or a Terminal Services script error. To correct the issue, type the new name of the server into the address bar.

Rapid Startup Wizard automatically advances

If no changes are made to the Date and Time Settings page of the Rapid Startup Wizard, the page will automatically advance to the next page of the Rapid Startup Wizard after one minute. This occurs to retain the appropriate time on the system.

Renaming host forces a restart where the restart page does not refresh

When renaming the host or altering the host name in the Rapid Startup Wizard, the restart page does not refresh to the Welcome page. To resolve the issue, retype the new host name in the address bar on port 3202.

Altering the Network interface from DHCP to static causes the page not to return

If the Web UI is used to alter the IP settings of the port from which you are managing, the host will be unreachable from the current address. When this happens, the network interface page buttons become grayed out and the page does not return, although the settings take affect. To access the Web UI again, close and open the browser and navigate to the newly identified management port.

Managing NTFS Mount points

There is currently no facility for managing NTFS mount points in the Web UI. To create or manage NTFS mount points, you must use Remote Desktop. To start Remote Desktop, select **Maintenance > Remote Desktop** on the navigation menu.

Volume mount points are improperly displayed on Volume page

The path separator character '/' from volume mount point paths is not displayed on the volumes page. Consequently, a volume mount point of `c:\fdrive` will be displayed as `c:fdrive` on the volume page of the Web UI.

Default Username and Passwords

The default username and password for administration of the server either through the Web UI or the console is:

Username: Administrator

Password: hpinvent

Web UI continues to display Orphaned Shares

In Windows Storage Server 2003, deleting a disk that contains a share leaves an orphaned share on the file system. Orphaned shares will continue to be displayed in the Web UI until removed or until the system or service is restarted.

RESOLUTION

There are three methods for removing orphaned CIFS and NFS shares from the system. Methods one and two cause an interruption in service.

1. Restart the Server service:
 - a. Open the web interface to the 1200s:
 - b. Click **Maintenance > Remote Desktop** and log in.
 - c. Right-click My Computer and choose Manage.
 - d. Open the Services portion of the management tree.
 - e. Right-click Server and select Restart.
2. Restart the 1200s:

- a. Open the web interface.
 - b. Browse to **Maintenance > Shutdown > Restart**.
 - c. Click OK to restart the 1200s.
3. Rebuild the share drive and share folder, then remove each share.
- a. Open the web interface to the 1200s.
 - b. Click **Maintenance > Remote Desktop** and log in.
 - c. Create a disk and map it to the same drive letter as the orphaned share.
 - d. Recreate the path to the orphaned share.
 - e. Delete the share.

If the orphaned share was also an FTP Share:

1. Click the NAS Management console found on the desktop.
2. Expand Core Operating System.
3. Expand Internet Information Services.
4. Expand the NAS machine name.
5. Expand the Default FTP site tab.
6. Right-click the name of the share to delete.
7. Choose Delete.

If the orphaned share was also an HTTP Share:

1. Click the NAS Management console found on the desktop.
2. Expand Core Operating System.
3. Expand Internet Information Services.
4. Expand the NAS machine name.
5. Expand the Shares tab.
6. Right-click the name of the share to delete.
7. Choose Delete.

Active HTML Storage Reports do not display file information properly

When the Storage Reports format is set as Active HTML, the report will not show any file information when opened with Internet Explorer. Set the Storage Report format to standard HTML to view the entire contents of the report.

List boxes do not scroll properly

Some versions of IE will fail to scroll through list boxes that are scrolled out of view from the browser window and then scrolled back into view. If this occurs, simply maximize the browser window so that the entire list box is displayed.

DFS Root does not update on file share page

If a DFS root is created and enabled by default on shares, then later recreated under a new name, the File Share page does not update the DFS local root information and attempts to create DFS entries under the old name. To correct this issue, access the Distributed File System Properties page, update the default DFS information, and click OK. The file share page will now contain the proper DFS information.

FAT & FAT32 volumes are not displayed on the Volumes main page

Since **the Disks > Volumes** main page of the Web UI can only manage NTFS volumes, the page only displays NTFS volumes.

HTTP Access is denied even though protocol is listed as Running

In the **Shares > Sharing Protocols** page of the Web UI, the HTTP protocol may be listed as "Running" and "Automatic," even though the security settings disable access. To resolve the issue, select **Shares > Sharing Protocols > Select http > Properties > Security** from the Web UI. Set the appropriate level of security to enable access.

Microsoft Storage Server 2003

Incorrect error when file screening is implemented under Storage Manager

If file screening is enabled on a volume or directory for a particular file type and a file transfer to that volume is attempted of the restricted type, an inappropriate error message is returned to the user. The user receives a Not enough free disk space error message when disk space is indeed available, the file is simply blocked.

Cannot connect to AppleShare from a Macintosh machine

Using a Mac OS X machine when accessing a NAS share returns an error indicating:

No file services are available at the URL afp://IPaddress. Try again later or try a different URL (server returned error-5002.

If the client authentication method is set to MS + Appletalk, clear text on the client and the operation will succeed.

Quick Restore Process

The Quick Restore DVD restores the NAS 1200s to its factory default state.



CAUTION: The NAS Quick Restore will erase all data on the system drives. Refer to the HP StorageWorks NAS Administration Guide and the HP StorageWorks NAS Installation Guide for information on backing up data prior to performing a Quick Restore procedure..

Supported USB DVD Drives

This Quick Restore DVD is intended for DVD drives that have a manually loading tray. If your DVD drive has an automatic tray, ensure that the DVD is removed when it is ejected. Please refer to the HP StorageWorks NAS 1200s QuickSpecs for a list of supported USB DVD Drives.

Drive Configuration Hangs

The Quick Restore process includes a step to configure the RAID 5 Data volume. The step may hang if the USB DVD drive is disconnected before the entire Quick Restore process is finished. The step takes approximately 30 minutes to complete. If this step exceeds 30 minutes, the system should be restarted so that the Quick Restore process can complete. To restart the system, press the Windows key, then select **Shut Down > Restart**