



StorSimple Software Patch Release Notes

Version 2.1.1 (build 2.1.1.341-B21)

13 March, 2013

Table of Contents

Welcome.....	3
Issues Resolved in Version 2.1.1	3
Release Notes for Version 2.1.1	4
Contacting Technical Support	11

Welcome

Thank you for deploying StorSimple's Cloud Storage Solution. This document provides release notes identifying open issues with the software version 2.1.1 (build 2.1.1.341-B21) installed on your 5000-7000 series appliance.

Issues Resolved in Version 2.1.1

The following table contains the issues from the previous build 2.1.1-325-B17 that have been addressed in this software version (2.1.1.341-B21).

ID	Summary
CSC-4239	Strengthen the HTTPS session establishment validation checks.

Release Notes for Version 2.1.1

The release notes for StorSimple software version 2.1.1 (2.1.1.341-B21) are tabulated below.

All the issues here have carried over from previous releases.

ID	Summary	Comments and/or Workarounds
CSC-4200	Due to Daylight Saving Time changes, all the backup policies and the QoS settings may get shifted.	The schedules for backup policies as well as QoS settings need to be re-verified and changed as appropriate.
CSC-4159, CSC-4154	The Web UI may briefly display an Object Reference Error or a Server Error.	In rare circumstances, the Web UI becomes inaccessible and displays the error mentioned. The Web UI only remains in this state for a brief period of time and it will become accessible again after a refresh of the page.
CSC-4114	Migration Upgrade: Stage 3 of 8: 'Converting data to new format' shows percentage complete above 100%.	This can happen if new volumes are created during stage 3 of upgrade. This is not a severe issue and no user action is required. The upgrade will progress once the new volumes have been properly handled.
CSC-4107	Login to the UI home page may get stuck indefinitely following a fail-over.	This can happen if a fail-over occurs in an appliance with no gateway configured for cloud access. A possible work-around, if acceptable in the customer network topology, is to configure the gateway for the MGMT interface using the console connection. Once the UI is accessible again, please re-configure the network interface settings with the appropriate gateway details.
CSC-4033	Web UI is not reachable after 2.0.1 to 2.1.1 upgrade.	Please contact Customer Support. The workaround is to restart the management service from serial console access.
CSC-4007	The web UI may not be accessible for few minutes during the upgrade from 2.0.3 to 2.1.1.	During the upgrade from version 2.0.3 to version 2.1.1, the Web UI may display the error message "Operation completed with status = CSA_STATUS_SERVER_API_DISABLED" for a few minutes during a specific phase of the upgrade. Please try to access the UI after a couple of minutes and the monitoring of the

		upgrade progress should be available again.
CSC-4001	When a volume is deleted without removing it from a volume group, further backups on the VG for remaining volumes will fail with "One or more of the source volumes unavailable (Backupexception)".	Edit the volume group and save it again without making any changes. Any further backups will now succeed.
CSC-3994	After a successful pre-validation on the Software Upgrade screen, the Start Upgrade button may not be accessible.	As a work-around, please retry the operation after waiting for an hour. If the issue still persists, restart the active controller and then start the upgrade process again.
CSC-3973	A Google cloud account restore during configuration import may lead to "Forbidden Access" to the cloud.	This is a known Google limitation on the number of different devices that can use the same Google credentials and authentication tokens. If possible, avoid performing multiple imports of the same Google account. You can also contact StorSimple support for alternative solution to address this known limitation.
CSC-3953	Following a configuration import operation and a 2.0.1 → 2.1.1 software upgrade, the 'Enable Monitoring' checkbox for Cloud Configuration and Volumes may be unchecked.	After the upgrade, the user should check 'Enable Monitoring' for all the objects that require monitoring.
CSC-3899	SCSI ABORT may occur with Round Robin multipath policy set on Centos host. iSCSI sessions might get disconnected/connected resulting in high host I/O latencies.	There is no known workaround for this issue at this time.
CSC-3805	The configuration file imported from a C1020 does not include DNS Server Settings and requires additional manual steps to restore on the 5000-7000 series appliance models.	Restoring a configuration using a configuration file from Model C1020 is not supported on 5000-7000 series appliances. You may use Model C1020 configuration files to import specific sub-items and merge with an existing appliance configuration. To import configuration files, go

		to Manage → Configuration → Configuration Import.
CSC-3726	The 5000-7000 series appliance controller may reboot under heavy load.	Under very rare circumstances, the controller may become very slow or unresponsive. When the system detects such a situation, a reboot of the active controller is automatically triggered and a failover to the standby controller occurs. The system then continues to operate normally without any host disruption. If this doesn't occur, please contact StorSimple support to restore the system to a fully functional state.
CSC-3672	When the fingerprint type is altered for a custom volume, the read-write performance may be impacted.	The performance is impacted because the data may need to be de-duplicated again based on the different type. Such an operation would require additional CPU cycles as well as extra reads and writes from storage. Once the entire volume content is fully rewritten, the read-write throughput will again stabilize to the optimal value.
CSC-3563	Printing reports in portrait orientation may overflow and not print correctly.	Printing of reports is supported only in the Landscape orientation.
CSC-3525	Upload of the upgrade package for version 2.0.3 may stop abruptly.	This is generally seen when the upload reaches 35-40%, in particular when the system is operating under heavy load. This issue is addressed in build 2.0.2.88, therefore it is recommended to perform a patch upgrade to build 2.0.2.88 first and then again upgrade to version 2.0.3.
CSC-3514	The cloud properties popup may not close properly when clicking on the X button on the top right hand corner.	As a work-around, please refresh the whole page and reopen the pop up again.
CSC-3494	Invalid cloud configuration/credential settings may lead to the entire system becoming very slow connecting to the cloud for valid accounts.	Please contact StorSimple support to help resolve the problem and bring the system back to its full functionality.
CSC-3390	When the appliance is powered off and quickly powered on, some drives show	This issue has been observed very sporadically when forcing a quick power off/on through a managed APC that

	up as missing.	<p>would cut the power to the appliance for less than 1 second.</p> <p>As a work-around, please ensure that the power is applied again a few seconds after the power-off (what is usually called a "delayed power-on" in a managed APC).</p>
CSC-3282	Appliance failover is observed when the data read from the cloud is incorrect due to transient network issues.	This known issue is being actively investigated in conjunction with the cloud providers. The StorSimple software is able to detect and recover from such a situation by performing a failover and never returns any incorrect data to the iSCSI initiator.
CSC-3253	In rare instances, on resetting the active controller, the Host I/Os may get aborted.	<p>In some high load scenarios, host I/Os are aborted because the appliance takes more than 20 seconds before completing the operation. The issue subsides after the load reduces.</p> <p>As a workaround, a reduction in host load, and/or a failover of the controller is recommended.</p>
CSC-3238	Using invalid credentials for Web Proxy settings may result in a controller fail-over.	If invalid credentials have been input in the Web Proxy Settings in Web UI, the active node will reboot and there will be a cluster failover. Ensure that valid credentials are applied for the Web Proxy settings.
CSC-3224	In Firefox 3, while configuring QoS templates, the Save/View Timeline buttons may get disabled.	This issue can be observed only in some specific sequences of operations involving deleting and creating multiple QoS templates. The issue can be overcome by refreshing the browser page and then attempting the configuration of the QoS template again.
CSC-3222	In RDP sessions Web UI popups cannot be closed by clicking on the x in the top right corner for the first time.	Click on the red icon again to close the popup.
CSC-3217	Reports cannot be printed in IE9 and Fire Fox.	Use IE8 for printing out Reports.

CSC-3211	<p>The Web UI displays the error "Server Error: '~/Telerik.Web.UI.WebResource.axd' is missing in web.config. RadScriptManager requires a HttpHandler registration in web.config."</p>	<p>There is a rare known issue in which the Web UI becomes inaccessible and displays the error mentioned. The Web UI only remains in this state for a brief period of time and will become accessible again within one minute. No user intervention is required.</p>
CSC-3198	<p>Web UI may render incorrectly on a restarted appliance.</p>	<p>Accessing the Web UI on a new browser window will resolve the issue.</p>
CSC-3196	<p>A canceled Cloud Clone or Cloud Snapshot restore/clone job may resume after a controller fail-over.</p>	<p>If the user cancels the restore/clone job, and then triggers a controller fail-over or the system fails over automatically for some other reason, then a canceled job will resume unless the cancel action has been completely processed by the system.</p> <p>To work-around this issue, the user needs to cancel the job again and ensure no more fail-overs are triggered until the cancel action has been fully processed by the system.</p>
CSC-3180	<p>Under rare circumstances a disk failure may cause the system to go offline.</p>	<p>There are some corner case scenarios that may occur with a high stress read workload. When the StorSimple software detects a failure in a drive from which it cannot quickly and easily recover from, it intentionally brings down the system in order to protect the data integrity. Should such an event occur, please contact StorSimple support to address the issue and restore its full functionality.</p>
CSC-3169	<p>A different state may be displayed on the serial console when the system is in recovery mode.</p>	<p>In earlier releases, in the case of repeated controller fail-overs, the serial console on both controllers displayed the recovery console screen.</p> <p>In this release, one controller may instead continue to display the management console screen, with the state shown as "OFFLINE".</p>
CSC-3154	<p>If one of the Web UI charts is kept open in Auto-refresh mode, the refresh may stop after some time.</p>	<p>Normally this issue can be overcome by opening a new browser session and select the same chart display page again with Auto-refresh mode.</p>

		<p>If the Web application fails to open, i.e. the login page does not come up; the issue can be worked around by forcing an active controller reboot.</p>
CSC-3042, CSC-3067	<p>The appliance controller reboots when an I/O to the internal disks takes an abnormally long time to complete.</p>	<p>Under extremely rare circumstances, an I/O to a drive (SSD or HDD) may take an abnormally long time. The StorSimple software detects such an incomplete operation and forces a controller fail over to ensure that the system can continue serving I/Os without causing application timeouts. StorSimple will provide any necessary fix through a software patch, nonetheless should an unforeseen hardware glitch occur such a fail over is the best course of action.</p>
CSC-2896	<p>Different rate limiting values on multiple cloud configurations are not honored.</p>	<p>When multiple cloud configurations are setup and rate limiting is enabled in more than one, the overall throughput towards the cloud will converge over time to the smallest rate limiting value configured (as opposed to the sum of the configured rates).</p>
CSC-2719	<p>Rebooting the controller from the shell results in a "500 Internal Server Error" in the Web UI.</p>	<p>This issue is caused by a rare race condition when web requests coincide with the web service starting up. The problem can be worked around by forcing an additional controller reboot.</p>
CSC-2593	<p>An existing iSCSI session remains active even after disabling the iSCSI checkbox in the UI.</p>	<p>The "iSCSI Enabled" setting is effective only after a controller reboot/failover. The existing sessions are not altered, therefore:</p> <ul style="list-style-type: none"> • Existing iSCSI sessions from hosts remain active after disabling the checkbox • New iSCSI sessions to a target are successful using the IP address of the interface which is unmarked as "iSCSI Enabled" <p>In order to overcome this issue, please reboot the active controller. The automatic failover will ensure that the desired configuration is applied correctly from that point</p>

		onwards.
CSC-2573	Active Directory domain user is able to login with old password after the password is changed in the domain.	This is due to the old password being cached by the Domain Controller server that has been configured. This password remains available when authentication occurs. Since the StorSimple application cannot force a flush of the old passwords, please connect to the Domain Controller server and perform the necessary flush operation.
CSC-2335	Using the 'Printer friendly version" link in Firefox for the charts will result in a printed page with an empty white area instead of the chart.	This issue is due to a Firefox limitation that doesn't render the content of the HTML "object" element during printing. In order to overcome this limitation, please use a supported IE version to print charts. Note: You need to manually select Landscape orientation before printing any of the charts to ensure an accurate print of the charts.
CSC-2321	Performing a configuration restore from a saved xml file on an appliance that has a different Management IP than the one saved in the configuration file, may result in a "No Route to host" error on the Audit Logs screen.	A controller failover would solve the issue.
CSC-2317	The ACR maps are lost when performing a configuration restore twice.	This issue occurs when: <ul style="list-style-type: none"> 1. A DR configuration restore is performed from a previously created configuration file (e.g. config1.xml) 2. A new configuration file is created after the appliance is working again (e.g. config2.xml) 3. A new DR configuration restore is performed using the new configuration file (config2.xml) <p>In order to work around this issue, the user could selectively import the ACRs from the original configuration file (config1.xml) or brand new ACRs could be configured after the second configuration restore.</p>

CSC-2300	When a configuration restore/import fails, the same cloud account may be configured multiple times.	Upon configuration restore or import failures, in few rare circumstances some portions of the configuration are restored/imported. In case the restore or import operation is repeated again, the same cloud account might be configured multiple times. In order to work around this issue, please check the configuration after the failure and delete any partially imported information, especially the cloud account portion.
CSC-1549	Multiple fail-overs performed under heavy load may result in loss of iSCSI connection between the host and the appliance.	Under heavy I/O, if there are fail-overs performed there is possibility of active controller reboot. This may result in loss of iSCSI connection between initiator and target. In order to restore the proper connectivity, reboot the appliance.
CSC-1538	In the Hardware Page the standby controller appears in a different state when it has been shut down or pulled out.	This is a known issue in the underlying platform code. There are no negative side effects on the system behavior.
CSC-1334	Under stress testing of the system failover, the host may lose access to the appliance volumes.	When performing stress testing of the system failover, inducing continuous failures (artificially), a Windows host may lose access to the volumes. In order to restore the volume access, please force an iSCSI rediscovery of the target or power cycle the host.
CSC-867	Microsoft iSCSI initiator doesn't support LUN ID 255.	Use a LUN ID of 0 to 254.

Contacting Technical Support

Should you encounter any issues with StorSimple software or 5000-7000 series appliance, please do not hesitate to contact StorSimple Technical Support at:

- Telephone: 1-855-2STORSIMPLE (1-855-278-6744)
- Email: support@storsimple.com

- Web: www.storsimple.com/support

Please contact StorSimple technical support to create your support account to allow you to access product documentation and other resources including software images, technical reports, release notes, and other collateral using StorSimple's File Transfer Protocol (FTP) server at:

- <ftp://ftp.storsimple.com>