VTrak® D5000 Series

D5000 SR1.1.3 Release Notes
FW 13.02.0000.27

This document is applicable to the following PROMISE VTrak D5000 series models:

Model	Description
D5800xD	4U/28 iSCSI, Dual controller
D5800xS	4U/28 iSCSI, Single controller
D5800fxD	4U/28 FC/iSCSI, Dual controller
D5800fxS	4U/28 FC/iSCSI, Single controller
D5600xD	3U/16 iSCSI, Dual controller
D5600xS	3U/16 iSCSI, Single controller
D5600fxD	3U/16 FC/iSCSI, Dual controller
D5600fxS	3U/16 FC/iSCSI, Single controller
D5300xD	2U/12 iSCSI, Dual controller
D5300xS	2U/12 iSCSI, Single controller
D5300fxD	2U/12 FC/iSCSI, Dual controller
D5300fxS	2U/12 FC/iSCSI, Single controller
D5320xD	2U/24 iSCSI, Dual controller, 2.5" Drive Bays
D5320xS	2U/24 iSCSI, Single controller, 2.5" Drive Bays
D5320fxD	2U/24 FC/iSCSI, Dual controller, 2.5" Drive Bays
D5320fxS	2U/24 FC/iSCSI, Single controller, 2.5" Drive Bays

The supported Expansion subsystems include:

Vendor	Platform	Description
Promise	VTrak J5320s	2U/24-bay JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA), 2.5" Drive Bays
	VTrak J5300s	2U/12 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)
	VTrak J5600s	3U/16 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)
	VTrak J5800s	4U/24 JBOD, 12Gbs SAS to 12Gbs SAS (or 6Gbs SAS/SATA)

1. SR1.1.3 Release Summary

VTrak D5000 firmware version 13.02.0000.27 contains several bug-fixes for SR1.1.2. No major feature changes for this version. For the additional compatibility list, please refer to the compatibility list on Promise web site.

1.1.   SR1.1.3 Bug fixes

Ref #	Description	Fixed Revision
252861	Time zone settings show Los Angeles as UTC-9, LA is UTC-8	13.02.0000.27
252662	Change copyright date(s) to 2019	13.02.0000.27
252612	When running ACL setting for large amount of files, NAS performance will drop dramatically.	13.02.0000.27
252422	When doing NDIU from 13.02.0000.14 to 13.02.0000.18, transfer failed. The volumes which are owned by ctrl-1 are all stopped!	13.02.0000.27
252308	Host FC may link down for a short time and then link up. In a rare condition, controller may hang and cannot failover successfully.	13.02.0000.27
251833	In a rare condition, dashboard performance monitor is not updated.	13.02.0000.27
251861	You cannot copy a filename that starts with a dot underscore (._filename.txt) to a D5000 NAS filesystem, you get a file not found error.	13.02.0000.27
251711	Trunk failover does not work.	13.02.0000.27

1.2.   SR1.1.3 Errata & Known Issues

Ref #	Description	Workaround/Solution
248561	NAS I/O might be very slow if there is SAN I/O (FC/iSCSI) running on the same pool.	Separating SAN I/O (FC/iSCSI) and NAS I/O (SMB) into different pools
250126	Use FC and iSCSI on the same host. Map all volume to FC initiator first, and then map some volume to iSCSI initiator. Windows might not able to see the volume mapped to iSCSI.	Do iSCSI logout and login, the volume can be discovered.
251086	OPAS update firmware not work.	Please use Web GUI for firmware update. OPAS update firmware will be supported in later release.
252813	Trunk port cannot be deleted when there is portal configure on it.	The design is to keep the Trunk port symmetric configured, so that the portal failover can work correctly. To reconfigure Trunk port, please remove all portal on it first.

2. SR1.1.2 Release Summary

VTrak D5000 firmware version 13.02.0000.18 contains several bug-fixes for SR1.1.1. VTrak JBOD J5910/J5920 is introduced in this version for certain region of Promise channel. For the additional compatibility list, please refer to the compatibility list on Promise web site.

2.1. SR1.1.2 Bug fixes

Ref #	Description	Fixed Revision
251341	Hot plug controller2, some HDD models might be marked DEAD. Only found such issue with ST2400MM0129 and AL14SEB120N. Update firmware to 13.02.0000.18 can solve the problem.	13.02.0000.18
251486	Stress test for over one week, one host IO may timeout, or one controller may unexpectedly restart.	13.02.0000.18
250923	First one dedicated Spare was deleted and the others dedicated Spare still there after deleting the Pool directly.	13.02.0000.18
250802	Create 8 dedicated Spare Drive for a Pool. Unknown Spare Drive might show in VTrak D5000.	13.02.0000.18
251096	ptiflash versioninfo 'Enclosure X Running Image Info' is blank at least for attached Promise JBODs.	13.02.0000.18
251071	If GUI is opened from slave controller, service report cannot be downloaded.	13.02.0000.18
250921	Failed to create Raid5/6 pool with >32 phydrvs which returns "Error (0x49846202): Invalid physical drive count in an axle"	13.02.0000.18
249473	Unable to create volume when capacity is not mentioned explicitly, and it fails with the "Error (0x4100107): Fail to create Volume"	13.02.0000.18
248126	With NFS 4.1 connections, Data miscompare occurs during/after Ctrl fail-over/back when running I/O via IO portals	13.02.0000.18
251438	IO failure may occur on fail over, seems because pool(s) stay in 'missing' state for long time	13.02.0000.18
251533	Failed to create dedicated spare when Pool ID is >=20, it returns "Error (0x2013): Invalid setting parameters, specified pool not found"	13.02.0000.18

2.2. SR1.1.2 Errata & Known Issues

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250126	Use FC and iSCSI on the same host. Map all volume to FC initiator first, and then map some volume to iSCSI initiator. Windows	Do iSCSI logout and login, the volume can be discovered.

Ref #	Description	Workaround/Solution
	might not able to see the volume mapped to iSCSI.	
251086	OPAS update firmware not work.	Please use Web GUI for firmware update. OPAS update firmware will be supported in later release.

3. SR1.1.1 Release Summary

VTrak D5000 firmware version 13.02.0000.14 contains several bug-fixes for SR1.1. No major feature changes for this version. For the additional compatibility list, please refer to the compatibility list on Promise web site.

3.1.　SR1.1.1 Bug fixes

Ref #	Description	Fixed Revision
250397	When using Windows Cluster in FC environment, LUN mapping might not work after host reboot, volume cannot be discovered by host then. For users who do not use LUN mapping in Windows Cluster and FC environment, the issue can be ignored.	13.02.0000.14
250490	NAS user login works only for Chrome, Safari, Opera, but not for Firefox, Edge and IE.	13.02.0000.14
250381	NAS Group Member only show 20 NAS users.	13.02.0000.14
250149	Restore NAS setting to factory default, will delete all periodic snapshot (both volume, NAS share) job.	13.02.0000.14
250071	"showmount –e" command not show NAS share clone and snapshot.	13.02.0000.14
250131	Periodic Snapshot still running even disables it.	13.02.0000.14
250092	Controller might not restart successfully when use GUI to restart, then click "Log out" button.	13.02.0000.14
250075	Fail to delete folder via HTTP/HTTPS protocol	13.02.0000.14
249720	Fail to modify NAS share when create the NAS share and use "max capacity" option	13.02.0000.14
250055	Some LUN map operation procedure may cause the incorrect LUN map result. An example procedure is shown below, 1. Create two volumes. 2. Map volume 1 to 0. Scan LUN from host. 3. Modify lun mapping setting. Let volume 0 map to 0. Volume 1 map to none. 4. Scan from host.	13.02.0000.14

Ref #	Description	Fixed Revision
250093	Trunk deletion may fail after controller failover and failback. Detail step as below. 1. Create Trunk0 on CTRL1. Trunk1 on CTRL2. 2. Create a portal on Trunk0. 3. Reboot CTRL1. 4. After CTRL1 failback, delete Trunk1. 5. Delete fail.	13.02.0000.14
249848	NAS user with read-only permission can delete write and delete the file in the NAS Share.	13.02.0000.14
249309	Modification on AD server doesn't sync to D5000 GUI.	13.02.0000.14
249735	Fail to delete NAS Share where there is NFSv4 client mounted.	13.02.0000.14
249835	Cannot change local user password when join AD domain.	13.02.0000.14
249650	If there are multiple AD server configured as trust domain, but some AD servers are not online, KDC value may become empty.	13.02.0000.14

3.2.   SR1.1.1 Errata & Known Issues

Ref #	Description	Workaround/Solution

250348	When there are huge number of files & folders in the root path of a NAS share, Mac's smb protocl can mount 1PB NAS Share, but might auto unmount after 5 minutes.	This is because Mac takes too long time to list the SMB root path. User should either reduce the file and folder numbers in the root path or modify Mac configuration as below.
		
		Using terminal command "vim /etc/nsmb.conf" on Mac, and adding follow lines.
		
		Note that you must be logged in as an administrator with sudoer privileges to set this file.
		
		`[default]`
		`signing_required=no`
		`max_resp_timeout=180`
		`dir_cache_max_cnt=0`
		`protocol_vers_map=1`

247570	Multipath I/O (MPIO) application in Windows Server 2016	Windows Serve 2016 MPIO has good support for ALUA, we suggest customer to use native MPIO driver for Windows Server 2016. Please follow procedure below to manually add the "Promise Vtrak" model to Microsoft MPIO DSM 1. Search and execute MPIO tool via Server

Ref #	Description	Workaround/Solution
		Manager 2. Follow steps in MPIO tool as below. MPIO → Under MPIO Devices → Click add button → Add the Model "Promise VTrak" 3. Reboot Client for the change to be effected.

4. SR1.1 Release Summary

VTrak D5000 firmware version 13.02.0000.05 is the first official release. It is designed for Windows, Mac and Linux environments.

4.1.   SR1.1 Errata and known issues

Ref #	Description	Workaround/Solution

1. Contacting Technical Support

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