



Intel[®] Entry Storage System SS4200-E

Software Release Notes

Document Revision 1.1

April 2008

Enterprise Products and Services Division

Document Revision History

Date	Revision Number	Modifications
Feb 2008	1.0	Initial Release 1.0
April 2008	1.1	Updates to 1.0.8 release of SW. All updates noted by change bars.

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1. Introduction

These Release Notes provide information about changes in each release of the Intel® Entry Storage System SS4200-E (referred to as the SS4200-E throughout the remainder of this document) Management Software and the boot image firmware. The release numbers and package identifier strings are as follows:

Table 1: SW/FW Component Versions per Product Release

Package	Components	Version
Release 1.0	Package Contents	Application Versions
EMC_Software-mac-1.0.5.26375.zip: For Mac OS	Intel Entry Storage System Manger: (management GUI and backup software)	1.0.5.26375
EMC_Software-win-web-1.0.5.26376.zip: For Windows	Intel Entry Storage System Manger: (management GUI and backup software)	1.0.5.26376
EMCNTG-1.0.6.26995.tgz	Intel Entry Storage System Firmware: (NAS operating system software)	1.0.6.26995
Release 1.0.8	Package Contents	Application Versions
EMC_Software-win-web-1.0.8.29259_en.exe For Windows	Intel Entry Storage System Manger: (management GUI and backup software)	1.0.8.29259
EMCNTG-1.0.8.29352.tgz	Intel Entry Storage System Firmware: (NAS operating system software)	1.0.8.29352

****Note:**

2. Release 1.0.X & 1.0.8

2.1 Technical Notes

2.1.1 None.

2.2 Specification Clarifications

2.2.1 HDD hot plug unsupported

The SS44200-E **does not** support hot plugging of the hard disk drives. Adding or replacing of hard disk drives must be completed only when the storage system has been fully powered down and power removed from the storage system by unplugging its power cord from the AC power source.

2.2.2 FTP access disabled in Active Directory mode

When Active Directory is enabled, the FTP server is completely disabled. In addition, when in Active Directory mode, the check box on the FTP page is grayed out to prevent the user from enabling FTP.

2.2.3 Support for Picture Transfer Protocol (PTP) limited to 1 camera

PTP is supported by the SS4200-E however it only supports 1 USB connected camera at any given time. The SS4200-E does not support the simultaneous connection of multiple cameras via the USB interface.

2.2.4 Resetting the SS4200-E

Resetting the system will reset the administrator password, revert to DHCP mode and reset the system name. To reset the system:

1. Power on the system, wait until it completes the startup sequence – all front panel LEDs stop blinking.
2. Press and hold the rear panel reset button until the front panel power button begins to blink (approximately 5 seconds). At this point, the system resets certain settings (such as resetting the admin password, reverts to DHCP mode and resets the system name) and then restarts. Once the system restart completes, the Storage Manager can discover it and the user is able to reinitialize to the new environment.

2.2.5 RAID1 shows 3 LED lights as amber

In a RAID1 configuration with 1 working drive, 1 faulted drive and 2 empty bays, the LEDs on the front of the Intel Entry Storage System SS4200-E should show 1 blue LED, 1 amber LED and two LEDs off. Instead, it shows 1 blue LED and 3 amber LEDs.

2.2.6 Drive manager does not correctly handle reinsertion of multiple HDDs.

When 2 drives of a RAID1 array are pulled out and reinserted, they are not properly recognized as a RAID1 array. When this happens, restart the Intel Entry Storage System SS4200-E to allow it to recognize the HDDs as a working RAID1 array.

2.2.7 Disks with mixed RAID configuration reported incorrectly.

In a RAID5 configuration, plugging in a disk from a 2 drive device will be reported as unavailable instead of RAID degraded. It is recommended to insert disks that do not contain any data.

2.2.8 The hard disk drive spin down feature is not working

The management software supports a feature for spinning down the disk drives after a period of inactivity. This feature is not currently working correctly. This is planned to be fixed in a future release.

2.2.9 Permission groups not supported

The management software does not allow the creation of groups and assigning them permissions. This is planned to be added in a future release.

2.2.10 Share name of external USB devices cannot be altered

After an external USB device is plugged into the SS4200-E a share is created that can be viewed in the management interface under "Settings/Shared Folders". Clicking the pencil icon shows the name of the device but the name cannot be altered.

2.2.11 Dump file cannot be collected if the disks are not configured

If the SS4200-E system encounters a problem prior to disk initialization completing the configuration process a dump file cannot be generated. Debug of the problem will be extremely limited as the dump file is required for analysis.

2.2.12 No email alert sent when USB devices filled to capacity

When there are four USB disks connected to the SS4200-E and all four are used such that they are filled to capacity, an email alert will not be sent to the user warning that the USB drives are at capacity.

2.2.13 Print server function not supported

This is planned for a future release but is not supported in Release 1.0.

2.2.14 System Status LED does not reflect abnormal conditions

When an abnormal condition is detected the system status LED does not change color to amber to reflect the abnormal condition.

2.3 Specification Updates and Known Issues

2.3.1 Configuring the Storage System

2.3.1.1 Attempting to login to the storage system via Active Directory is unsuccessful when disks fail

Description: Users cannot login to the storage system using their Active Directory login credentials when any disk is in a failed state.

Affected SW Releases: Release 1.0.

Workaround: To use Active Directory for authentication replace any failed disks and rebuild the RAID configuration.

2.3.1.2 USB devices attached using a hub are not recognized

Description: Attaching a USB hub with more than one USB device attached to the SS4200-E may result in one or more of the devices not being properly recognized.

Affected SW Releases: Release 1.0.

Workaround: Connect only one device at a time.

2.3.1.3 Intel® Entry Storage System SS4200-E discovery can fail in dual-NIC configuration

Description: The SS4200-E discovery may fail during the Device Setup when a local machine has 2 physical network interfaces (NICs), both NICs are connected to the same network as the SS4200-E, and 1 NIC obtains a valid IP address (either from DHCP or manually set) while the other NIC is not able to obtain a valid address on the network.

Affected SW Releases: Release 1.0.

Workaround: To avoid this issue, confirm that every NIC on the computer, if physically connected, gets a valid IP address on the network.

2.3.1.4 Device name limitation to enable Active Directory

Description: SS4200-E storage systems whose names are more than 16 characters can't join Active Directory due to limitation of the NetBIOS protocol.

Affected SW Releases: Release 1.0.

Workaround: Limit the name of the storage systems to 16 characters or less.

2.3.1.5 Unable to make RAID configuration changes while in Active Directory mode

Description: In Active Directory mode, the administrator can't delete his secured shared folder, thus not all folders can be deleted, and therefore the user is unable to make changes to the RAID configuration.

Affected SW Releases: Release 1.0.

Workaround: To make RAID changes, first switch to Workgroup mode from Settings >Network Services >CIFS, delete all shared folders, and then make desired RAID changes.

2.3.1.6 When overwriting data the 'Yes' confirmation request is not localized

Description: The overwriting data confirmation page may request the user to type 'yes' to confirm an operation when the Intel Storage Manager is used on a computer where Simplified Chinese, Traditional Chinese, Japanese, or Korean is the default language.

Affected SW Releases: Release 1.0.

Workaround: None.

Status: Fixed in Release 1.0.8.

2.3.1.7 Windows credential error when connecting (mapping) shared folders

Description: A Windows credential error can display after connecting to (mapping) a shared folder on the SS4200-E storage system.

Affected SW Releases: Release 1.0.

Workaround: It is recommended that you attempt to disconnect (un-map) all connected shared folders, verify through Windows Explorer that there are no shared folders mapped to the SS4200-E storage device (disconnect any that are mapped), and attempt to reconnect to them through the Intel® Storage Manage interface. If the credential error persists, un-map all shared folders, restart the computer, and reconnect to the shared folders.

2.3.1.8 The Intel® Entry Storage System SS4200-E does not support DMZ mode

Description: The SS4200-E cannot be placed behind a router's DMZ mode. Only SS4200-E's on a subnet can be properly discovered.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.1.9 Incorrect error message if Sender Email Address is incorrect

Description: If an invalid email address is used when setting the Sender Email Address the error message reads "Invalid Destination Email Address". It should read "Invalid Sender Email Address."

Affected SW Releases: Release 1.0.

Workaround: Use valid email addresses.

2.3.1.10 Changing from parity to mirror to parity during file system preparation causes endless errors

Description: Changing the data protection scheme from parity to mirror and then back to parity during the file system preparation process will produce endless error messages about

4 disks needing to be overwritten. When a positive response is given to do so, the error message repeats.

Affected SW Releases: Release 1.0.

Workaround: The first change will initiate a rebuild operation. Wait for this operation to complete before changing data protection schemes again.

2.3.2 User Interface

2.3.2.1 A maximum of 3000 files can be displayed in the Storage System Manager Interface

Description: The Storage System Manager can only display up to 3,000 files.

Affected SW Releases: Release 1.0.

Workaround: To view the contents of a folder with more than 3,000 files, it is recommended that you use Windows Explorer or Mac Finder.

2.3.2.2 Device Setup: Certificate Error on Internet Explorer 6 and 7

Description: If the SS4200-E is accessed directly through an Internet Explorer 6 or 7 browser using IP rather than through the Storage System Manager, a warning about certification error will display.

Affected SW Releases: Release 1.0.

Workaround: None; this error can safely be ignored as it is due to the HTTPS security access required by the SS4200-E.

2.3.2.3 File 'Upload' limitation

Description: Due to HTTP limitation, the Storage System Manager's Upload feature cannot support uploads or downloads of files larger than 2GB

Affected SW Releases: Release 1.0.

Workaround: For files 2GB or greater use the file manager feature of the Operating System, e.g. Windows Explorer.

2.3.2.4 No indication of file transfer complete in Picture Transfer Protocol

Description: If the SS4200-E is set to '**Enable Picture Transfer and Delete Transferred Pictures from the Camera**', when a camera is connected, the SS4200-E might not display a confirmation that the file transfer has completed.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.2.5 FTP does not handle Chinese shared folder names from Windows*

Description: For shared folders that are created with a Chinese character name, if a user attempts to use FTP to connect to the device the shared folder name displayed is unreadable. When attempting to open the folder an FTP folder error occurs.

Affected SW Releases: Release 1.0.

Workaround: In this situation, it is recommended to utilize CIFS transfer or use a transcoding-enabled FTP client.

2.3.2.6 Chinese media name does not display in iTunes*

Description: The SS4200-E Media Server does not support the Chinese ID3 tag encoding with non-Unicode formatting.

Affected SW Releases: Release 1.0.

Workaround: To use Chinese ID3 tag, it is recommended to use iTunes to convert it from GBK to Unicode.

2.3.2.7 Pictures are not deleted from some cameras after transfer

Description: If 'Enable Picture Transfer and Remove Copied Pictures From Camera' is selected in the Picture Transfer settings page, when a camera is attached to a USB port, all pictures should be copied to the SS4200-E and then deleted from the camera. However, Sony* and Nikon* cameras do not support the automatic deletion of these files from the camera using PTP.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.2.8 Browser interface flickers on Mozilla* FireFox* 1.x

Description: When using version 2.x Mozilla FireFox browsers, self updating screens, such as the Dashboard may flicker briefly when the page updates itself. It does not occur on Mozilla FireFox 2.0 versions or later.

Affected SW Releases: Release 1.0.

Workaround: It is recommended that you upgrade your browser to resolve the issue.

2.3.2.9 Mac: Menus on the Intel® Storage Manager interface not localized

Description: The menu tasks on the Mac version of Intel® Storage Manager are not localized and therefore will always appear in English.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.2.10 No system messages log available in the user interface

Description: The current user interface does not provide access to a running log of important system events.

Affected SW Releases: Release 1.0.

Workaround: Future release.

2.3.2.11 Cannot upload files containing long Chinese filenames

Description: Cannot upload files containing long Chinese filenames.

Affected SW Releases: Release 1.0.

Workaround: This is a file system limitation that filenames cannot exceed 246 bytes. Chinese characters are UTF-8, which contain 3 bytes for each character. Therefore, Chinese filenames cannot exceed 85 words.

2.3.3 Branding and Localization

2.3.3.1 Localization support

Description: Partial localization is available for all languages. Text that is not localized will appear in English.

Affected SW Releases: Release 1.0.

Workaround: None

2.3.4 EMC* Retrospect Backup and Restore Application

2.3.4.1 Retrospect Automatic scheduled backup fails to start when user not logged into the storage system

Description: The Windows version of Retrospect supports automatic scheduled backup. However, if the computer is rebooted and the user hasn't logged in to the Intel® Entry Storage System SS4200-E, the scheduled backup will not run.

Affected SW Releases: Release 1.0.

Workaround: Login to the Storage System Manager after rebooting and perform a manual backup by clicking **Backup Now** from the Backup page.

2.3.4.2 Existing backups fail after rebuilding a RAID array or replacing disk drives

Description: After rebuilding a RAID array or replacing the disk drives, attempting to run a backup using a previously created backup client will fail.

Affected SW Releases: TBD.

Workaround: None.

2.3.4.3 Manually mapping a Backups share displays in Retrospect

Description: If you manually map any network drive named Backups in Windows, it will appear as a usable backup set in Retrospect. This is an invalid backup set and should not appear in the list.

Affected SW Releases: Release 1.0.

Workaround: Restart Retrospect to remove it from the list.

2.3.4.4 Retrospect fails to post an error when a backup fails due to lack of space

Description: Retrospect running on a Windows Vista* client does not display an error when a backup fails due to there not being enough space on the storage system when that backup is initiated by clicking **Backup Now** from the Storage System Manager.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.5 Retrospect automatic update not supported on Mac platforms

Description: Retrospect's automatic update feature is not supported on clients running Mac operating systems.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.6 Retrospect HD is not supported on Windows* Server operating systems

Description: Retrospect HD is not supported on Windows Server operating systems (Windows 2003 server, and Windows 2000 server),

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.7 Retrospect's Help does not display properly in Mac's Safari browser

Description: The **Help** feature of Retrospect does not display properly within the Apple* Mac Safari Internet browser.

Affected SW Releases: Release 1.0.

Workaround: If Retrospect's **Help** fails to load in the Apple* Safari browser, you must quit Safari before attempting to reload the **Help** from the **Help >Retrospect Express** menu.

2.3.4.8 File property is changed when Retrospect is used to restore the file

Description: After backing up files, the source file's property is changed, and then an attempt is made to restore the file to its previous check point. When this is done, the file's content

reverts to previous status, but the file can no longer be edited because the permissions were changed to read only during the restore.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.9 Retrospect backup hangs if network connection to the SS4200-E is lost

Description: On Intel-based Mac computers, if the network connection to the Intel® Entry Storage System SS4200-E is lost while a backup is in progress, the backup will hang and there is no error report to indicate this exception.

Affected SW Releases: Release 1.0.

Workaround: If the backup does not complete, check that the network connection is currently connected and re-run the backup.

2.3.4.10 On Mac OS, Retrospect restores unnecessary files

Description: This is an Apple* Mac issue where the number of restored files in Retrospect is not equal to the actual files which need to be restored.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.11 'Backup Now' displays improper information

Description: The "Backup Now" option from the Intel® Entry Storage System SS4200-E **Settings >Backups** page does not display the correct state.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.12 Attempting a 'Restore' to a 'read-only' directory does not display an error message

Description: When attempting to 'Restore' to a 'read-only' directory Retrospect does not notify the user of the directory's 'read-only' property. The 'Restore' continues and appears to successfully complete even though it cannot write to a 'read-only' directory.

Affected SW Releases: Release 1.0.

Workaround: None; ensure that all 'Restore' operations are done to directories with 'read-write' properties.

2.3.4.13 Backup 'Status' not supported for Mac backups

Description: Backups performed from a Mac client will not be displayed in the Intel® Storage Manager's Backup 'Status' page.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.14 Restoring to a read only directory does not display an error

Description: If a user attempts to restore to a read only directory, Retrospect does not notify the user and attempts to perform the operation. The restore will succeed, even though the directory is read only.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.4.15 Restore failures when similar folders exist in Backups Shared Folder

Description: After completing a backup point successfully, attempting to restore the backup point occasionally prompts with the following error message and the restore can no longer be completed: *Retrospect Express HD needs to perform a maintenance operation before it can show the restore points.*

Affected SW Release: 1.0.

Workaround: Check the SS4200-E Backups shared folder, there may be two similar folders, such as:

soho\Backups\Retrospect Restore Points\Retrospect\machine_name

soho\Backups\Retrospect Restore Points\Retrospect\machine_name2

First, copy and / or rename the second folder to a different name (such as **machine_name2-backup**), and then delete the second file. If the first folder fails, you can attempt to restore the second folder, which has been backed up.

2.3.4.16 Automatic backup fails after reboot

Description: Retrospect supports automatic scheduled backup on Windows. However, if the computer is rebooted and the user hasn't logged in to the SS4200-E, the scheduled backup will not run.

Affected SW Release: 1.0.

Workaround: Login to the SS4200-E after rebooting and perform a manual backup by clicking **Backup Now** from the Backup page.

2.3.4.17 Backup status shown is incorrect

Description: If the SS4200-E is on a different subnet than the networked computer, the backup status is incorrect on the Backups page.

Affected SW Release: 1.0.

Workaround: None

2.3.4.18 Mac version allows other backup devices than the SS4200-E

Description: The Retrospect Express version for the Mac will allow backing up to devices other than the SS4200-E. This is not a supported or designed feature for the SS4200-E. It may also not be obvious how to backup to the SS4200-E.

Affected SW Release: 1.0.

Workaround: None. A fix is planned for future release.

2.3.5 USB Issues

2.3.5.1 USB limitations

Description: 1) The SS4200-E does not currently support plug-and-play of external CD-ROM, DVD-ROM. 2) USB 1.1 thumb drives with the read-only lock in the “locked” configuration cannot be mounted to the SS4200-E.

Affected SW Releases: Release 1.0.

Workaround: Release the thumb drive’s read-only lock from locked to unlocked.

2.3.5.2 Limited support for USB drives running NTFS

Description: If a USB drive running NTFS is connected to the SS4200-E, the content of that drive will be read-only.

Affected SW Releases: Release 1.0

Workaround: None.

2.3.5.3 Only one partition supported for USB and eSATA disk drives

Description: The SS4200-E only supports one partition for USB disk drives and eSATA disk drives.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.6 MAC OS Issues

2.3.6.1 Unable to connect Backups shared folder

Description: Inability to connect the Backups shared folder may be caused by a component of OS X being out of date.

Affected SW Releases: Release 1.0.

Workaround: It is recommended that you run the MacOS Software Update to ensure you are running the latest components.

2.3.6.2 Backup set unavailable if mapped shared folder is disconnected

Description: From a Mac computer, if the connected Backups shared folder is disconnected, the Retrospect backup set is unavailable. The backup set file can be found on your SS4200-E in a location such as:

\\[DeviceName]\Backups\Retrospect Restore Points\Retrospect\[MacName]\1-[MacName]

Where [DeviceName] is the name of your SS4200-E and [MacName] is the name of your Mac computer. Your actual path can be found from the **Backup Sets, Configure** menu of Retrospect.

Affected SW Releases: Release 1.0.

Workaround: To perform backups or restores, you must manually reconnect to the SS4200-E.

2.3.6.3 Device name not supported in 'Add Device' feature

Description: The 'Add Device' feature on Mac computers does not support device name only format.

Affected SW Releases: Release 1.0.

Workaround: Use the device name plus ".local". For example, if the device name is **storage**, then **storage.local** can be specified to add the device successfully.

2.3.6.4 Safari browser date

Description: The Safari browser when run on the Mac will display the date in European format (DD/MM/YYYY) rather than in the US format.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.6.5 Safari issue with reporting language region

Description: During Device Setup, email notifications can be setup. When Additional Credentials Required is selected, the user is incorrectly presented with a check box stating Send notifications in English (en). This check box should only appear if the browsers language setting is set to something other than English.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.6.6 Step 2 of Setup Wizard displays differently using Safari browser

Description: On step 2 of the setup wizard you are allowed to setup email notifications. When the "Additional Credentials Required" is selected the browser may present a check box stating "Send notifications in English (en)". This check box does not appear in Firefox 2.0 for Windows or using Internet Explorer 6 under Windows.

Affected SW Releases: Release 1.0.

Workaround: None. To be fixed in a future release.

2.3.6.7 The Mac uninstaller does not remove previously discovered SS4200-E's list.

Description: If the client connector software is uninstalled after one, or more, SS4200-E have been installed and configured on the local network, the list that is maintained by the client of available SS4200-Es is not deleted appropriately. If the client connector software is subsequently reinstalled it will show all SS4200-Es previously detected, even if one, or more, have been removed from the network.

Affected SW Releases: Release 1.0.

Workaround: Run the uninstaller then remove the directory: /users/Login_ID/Library/Applications/soho where Login_ID is the login on the Mac system the client connector software was installed under.

2.3.6.8 Interface appears to hang after changing from DHCP to static IP

Description: When using Safari 2.0 browser on a Mac system, the Intel Entry Storage System Manager interface appears to hang after changing from DHCP to static IP.

Affected SW Releases: Release 1.0.

Workaround: Upgrading the browser to Safari 3.0 resolves this issue.

2.3.7 Windows* OS Specific Issues

2.3.7.1 Chinese name folder cannot be mapped properly in Windows 2000 and 2003 server

Description: On Windows 2000 and Windows 2003 server, the Chinese name folder cannot be mapped properly.

Affected SW Releases: Release 1.0.

Workaround: To support the mapping to the Chinese name folder, the corresponding hotfix to Windows OS is required. Please refer to the Microsoft knowledgebase articles 872965 and 931305.

2.3.7.2 AVI movies take a long time to open on Windows* Vista*

Description: Compatibility issue with Microsoft Windows Media Player 11 on Windows Vista computers causes large AVI movie files to take a long time to play.

Affected SW Releases: Release 1.0.

Workaround: None.

2.3.7.3 Storage Manager web installer fails on Japanese version of Windows XP

Description: The Storage Manager Web installer fails when attempting to install to the Japanese version of Windows XP.

Affected SW Releases: Release 1.0.

Workaround: Use the installation program provided on the included CD.

2.3.7.4 Windows displays an error after Firefox browser session

Description: If the Mozilla* Firefox browser improperly shutdowns, when the Intel® Storage Manager is started in the Firefox browser, the browser will query the user to restore a session. Windows will then display a “page cannot be found” error message even though the page is correctly loaded.

Affected SW Releases: Release 1.0.

Workaround: This error can safely be ignored.

2.3.7.5 Active Directory domain users are not listed in the user interface

Description: After a SS4200-E has successfully joined an Active Directory domain there is no way to list all available users in the directory.

Affected SW Releases: Release 1.0.

Workaround: To list Active Directory users in the directory they must first log into the management interface at least once.

2.3.7.6 No mechanism for manually synchronizing with the Active Directory domain directory or specifying the interval for synchronization to the Active Directory controller.

Description: The user interface does not provide a mechanism for manually updating and synchronizing with the Active Directory domain directory. Additionally there is no mechanism for specifying the interval for synchronization with the Active Directory domain controller.

Affected SW Releases: Release 1.0.

Workaround: Future release

2.3.7.7 Active Directory Groups not listed

Description: Groups in the Active Directory domain are not listed in the user interface.

Affected SW Release: Release 1.0.

Workaround: Future release.

2.3.7.8 Windows Vista Ulitmate clients do not auto discover with 2 NICs

Description: Client systems running Windows Vista Ulitmate that have 2 network interface components do not properly auto discover the SS4200-E after starting the client connector software.

Affected SW Release: Release 1.0.

Workaround: None

2.3.7.9 Internet Explorer 7 presents user with security risk warning

Description: If a user opens a connection to a SS4200-E with Internet Explorer 7 they are presented with a security warning that warns the user to not trust the website.

Affected SW Release: Release 1.0.

Workaround: This message can be ignored and connection to the SS4200-E can proceed. Planned to fix in future release.

2.3.7.10 Blue screen encountered when installing Intel Entry Storage System Manager client software

Description: On Windows XP, installing the SS4200-E Manager client software results in a blue screen and prevents uninstalling that version or installing the different version over the one already installed.

Affected SW Releases: Release 1.0.

Workaround: Use the Add/Remove Programs option in control panel to remove the failed installation files and install all critical hotfixes (minimally 1-23) for Windows XP SP2 before attempting to reinstall the software.

2.3.7.11 Device name not supported in Add Device feature

Description: The Add Device feature does not support device name only format.

Affected SW Releases: Release 1.0.

Workaround: This is a local computer settings issue and you must enable NetBIOS over TCP/IP.

1. Click **Start >Settings >Network and Dial-up Connections >Local Area Connection**.
2. Click the **Properties** button.
3. From the General tab, select Internet Protocol (TCP/IP) from the scroll box and click the **Properties** button.
4. The properties window opens, click the **Advanced** button on the General tab. The Advanced TCP/IP setting window opens.
5. From the **WINS** tab, ensure that the NetBIOS settings are not disabled.

2.3.8 Compatibility Issues

2.3.8.1 NFS is not currently supported

Description: The current management software does not support NFS.

Affected SW Release: Release 1.0.

Workaround: Future release.

2.3.8.2 Playback of videos larger than 2 GBs not supported

Description: Playback of videos larger than 2 GBs using Intel Entry Storage System Manager's media server not supported. However, video files of any size may be stored on your SS4200-E Storage device.

Affected SW Releases: Release 1.0.

Workaround: Future release.