

IBM Cloud Object Storage System  
Version 3.11.1

## *Release Notes*



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# Contents

<b>Support information</b> . . . . .	<b>v</b>	Manager Web Interface . . . . .	12
<b>Chapter 1. New Features and Improvements in ClevOS 3.11.1</b> . . . . .	<b>1</b>	Vaults . . . . .	12
<b>Chapter 2. Interface Modifications</b> . . . . .	<b>3</b>	Vault Mirrors . . . . .	13
<b>Chapter 3. Resolved issues in 3.11.1</b> . . . . .	<b>5</b>	Vault migration . . . . .	13
<b>Chapter 4. Known issues</b> . . . . .	<b>7</b>	Native File . . . . .	13
Upgrading and Installation . . . . .	9	<b>Chapter 5. Supported Hardware</b>	
Container . . . . .	10	<b>Platforms</b> . . . . .	<b>15</b>
Alerting and Reporting . . . . .	10	IBM Cloud Object Storage Appliances . . . . .	15
System Behavior . . . . .	10	Hewlett Packard . . . . .	15
Storage Pools . . . . .	11	Seagate . . . . .	16
Data Evacuation . . . . .	11	Cisco . . . . .	16
System Configuration . . . . .	11	Dell . . . . .	16
Deleting objects . . . . .	12	Lenovo . . . . .	16
		<b>Notices</b> . . . . .	<b>17</b>
		Trademarks . . . . .	19



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## Support information

For more information on the product or help with troubleshooting, contact IBM Support at [IBMCloudStorageSupport@us.ibm.com](mailto:IBMCloudStorageSupport@us.ibm.com) or visit the Directory of worldwide contacts.



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## Chapter 1. New Features and Improvements in ClevOS 3.11.1

### Docker IPv6 [1118]

The Docker IPv6 feature allows users to utilize IPv4 and/or IPv6 with Docker containers within a system for reading and writing objects, administration, and most external services. Using new environment variables for bridge mode containers, a user can add and remove an IPv4 or IPv6 address.

This feature is dependent on the customer providing their own host platform support to create the appropriate iptables configuration required to NAT IPv6 addresses in bridged containers. We are working with Docker's open source community to patch this IPv6 shortcoming.





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## Chapter 2. Interface Modifications

API updates for the 3.11.1 release have been referenced in the following documentation:

No Changes

**API Changes 3.11.1**

No Changes



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## Chapter 3. Resolved issues in 3.11.1

Table 1. Resolved issues

Issue	Description
COS-23603	When a vault has both index disabled and recovery listing disabled, all attempts to perform listing requests fail with an error. During the processing of these requests, a small amount of internal resources are leaked for each request. If many listing requests are performed in this configuration, it can lead to an out of memory condition and a core process restart.
COS-16664	For the "Storage Pool Capacity and Disk Report" accessed through the Maintenance tab of the Manager User Interface (UI), sorting for drive category columns do not work with the Safari browser.
COS-24148	Starting with release 3.10.1, a change was made to enable selective debug logging at a low rate by default. Selective logging rate will take precedence over selection frequency unless it is explicitly overridden to a selection rate of 0.0.
COS-24303	Drives on Slicestor going into DIAGNOSTIC state after power cycle
COS-25516	In prior releases, when using XML format for the Manager REST API "Create Vault Or Mirror From Provisioning Code" request, the vault/mirror is created, but the response does not include the ID of the created object. This issue is now resolved.
COS-24610	Status 503 responses now have corresponding events generated.



## Chapter 4. Known issues

Table 2. Known issues

Issue	Failing Condition	Disposition
COS-6803	For Slicestor <sup>®</sup> devices with multiple OS drives, degradation of OS drives does not affect the device's health on the Monitor device page.	Repair the OS drive or contact IBM <sup>®</sup> Customer Support for more information.
COS-12691	Instability has been observed when running two 40 Gbit links in LACP mode.	Do not use LACP aggregated links with 40 Gbit Intel Network cards.
COS-11201	In the Event Console of the Manager User Interface, the event details section for failing disk migration events contains a parameter called Migration Progress. However, it is not clear what this value represents.	This value corresponds to the percentage of failing disk migration that is complete.
COS-11355	Replacing a failed drive with another failed drive results in an inconsistent view on the Manager User Interface. On the Monitor Device page, in the "Summary of device health" section, both the replaced failed drive and the new failed drive are shown. The "Drive Information and Actions" view of the drive layout shows the replaced failed drive. On the Maintenance page, the FRU report contains the replaced failed drive.	Perform another replacement of the failed drive with a good drive.
COS-15399	Following an Accesser <sup>®</sup> OS drive replacement, a new device certificate must be generated for this device, and a whitelist containing this certificate information must be distributed to the other devices in the system which this device will attempt to communicate with.	A core process restart of the Slicestore reporting the authorization error. This will be addressed in a future release.
COS-13575	The "stop migration" operation for failing disk migration on the Manager User Interface (UI) may take ~20 seconds to complete after being initiated by the user. The button continues to be enabled during this time. This issue exists for dispose and reset disk operations as well.	Do not hit the button again until the operation completes. If the drive stays in the same state for more than 20 seconds, perform a refresh of the page. If the drive continues to stay in this state, follow the recommended action provided in the Manager Administration Guide under disk lifecycle management.
COS-10031	When resuming a drive in the DIAGNOSTIC state from the Manager User Interface, it may take ~20 seconds to complete. The resume button is not disabled during this time.	Do not hit the resume button until the operation completes. If the drive stays in the DIAGNOSTIC state for more than 20 seconds, perform a refresh of the page. If the drive continues to stay in this state, follow the recommended action provided in the Manager Administration Guide under disk lifecycle management.
COS-12983	Virtual devices running ClevOS within VMware may experience a kernel panic when migrating the virtual machine to a new server using VMware (R) vMotion (tm).	Should this occur when migrating a VMware virtual device using vMotion, a cold migration should be used instead such that the virtual machine is offline during the migration.
COS-10445	When using the storage command from the localadmin shell on a Slicestor device, it is possible to resume all drives that are currently in the DIAGNOSTIC state. In some cases however, this process may take too long, which will cause the command to return an error code -15 due to a timeout.	Despite the error, the resume process is continuing in the background. The storage list command can be used to monitor the progress of resume process.

Table 2. Known issues (continued)

Issue	Failing Condition	Disposition
COS-16114	On systems with RAM roughly equal to or greater than the size of the OS drive, a kernel panic may result in the system being in an unusable state.	Contact IBM customer support to help correct the situation.
COS-7488	When performing a storage pool set removal, it is possible that once the reallocation has finished for an source Slicestor device, it may show some small amount of data still present.	No action is required. Once the set removal has completed, all slices will have been reallocated to the new storage pool. Any discrepancy in a Slicestor device's used space is generally a result of small inaccuracies that may occur during normal usage of the system.
COS-13504	When failing a quarantined drive, it is possible that after data has been migrated off the failing drive, the Manager event console will report that no data migration was attempted.	No action is required. Despite the event description, data migration will always be attempted unless the user specifically chooses to skip migration via the localadmin shell storage command.
COS-23406	If a client disconnects during the processing of a PUT request, a 200 response code might be logged to the status field of the HTTP access.log entry.	This only impacts the status code written to access.log. Avoid premature client disconnect during PUT operations.
COS-22881	When performing a form-based upload using a POST request, if the client disconnects from the Accesser device before completing the request, the error is incorrectly logged as an HTTP 500 error and generates an event in the Manager UI event console.	This will be addressed in a future release.
COS-16723	If a request is authenticated through AWS Signature V4, but a required header (for example, Host header) is missing, the Accesser device attempts to perform the requested operation anonymously instead of immediately failing the request with a 403 error.	Ensure that all authentication requests are properly formed. This will be addressed in a future release.
COS-22921	When someone attempts to delete a bucket they first need to determine the assessor that can be used to issue the command. The S3 GET Bucket Location is one means to determine this. However this command may not work at every access pool.	Enhancing the S3 GET Bucket Location as a corner case command that can work at any access pool will be addressed in a future release.
COS-22963	When a slicestore device is unavailable, the core software on the accesser will cache this error state for a period of time, and will periodically attempt to connect to the store to determine if it has come back online. During these periodic connection attempts, other IO operations such as delegated index operations can be queued to this store, causing delays in request processing until the connection timeout is reached.	This will be addressed in a future release.
COS-23443	After performing a device replacement, the map of devices used to delegate index operations is not automatically updated to include the new device. As a result, index delegation operations will continue to be attempted to the old device (and will fast-fail), and the new device will not receive any delegated index operations.	This will be addressed in a future release.

Table 2. Known issues (continued)

Issue	Failing Condition	Disposition
COS-22990	The S3 remote proxy implementation of vault proxy has a few limitations related to communicating with an Amazon S3 endpoint. The version of the AWS SDK used to communicate to Amazon will default to using V2 instead of V4 authentication, causing authentication issues when communicating with certain AWS endpoints.	For further assistance in configuring a remote proxy for use with Amazon S3, contact IBM customer support.
COS-23025	SL 4U slicestor devices, LEDs are incorrectly set.	Recovery Action: The user can use MegaCLI/storcli commands to issue LED actions before performing disk replacements. This will be fixed in a future release.
COS-23962	Vault quotas are static and do not update when storage pool capacities change. If a system expansion, set replacement, or set removal is performed on the storage pool, vault quotas for any vaults on that pool will not update to consider the new capacity.	The user defined vault quotas will work as expected. However, they may not be consistent with the current storage pool capacity. For example, a vault quota may be higher than total storage pool capacity after a set removal.
COS-22924	When you upgrade the Manager to ClevOS 3.10.1 or newer for the first time, you might not be able to log in immediately. The Manager application might need an extra 20 - 30 minutes to become available due to database schema changes introduced in ClevOS 3.10.1. On systems with large databases, particularly systems with considerable historical event content, the time can be longer.	Contact Customer Support if it takes longer than 30 minutes to successfully log in to the Manager. Do not attempt to restart the Manager while it is upgrading.

## Upgrading and Installation

Table 3. Upgrading and Installation

Issue	Failing Condition	Disposition
COS-7126	When extracting of upgrade file fails when a device is upgrading the failure message "The Selected File cannot be extracted while upgrades are in progress" continue to show if upload is restarted.	Only one upgrade file can be uploaded to the manager at a time. If another file is uploaded during an upgrade, an error message appears until the page is reloaded.
627	When installing ClevOS using a physical or virtual CD drive, the appliance might reboot or hang while booting.	Use a USB storage device to perform the installation.
COS-15372	When upgrading from ClevOS 3.8.x, 3.9.x, or 3.10.0 to 3.10.1 or later, all drives not used for Slicestor data (e.g. OS drives) will be reported as newly discovered in the Manager event console.	No action is required.
COS-15642	When upgrading devices that contain logical RAID drives, the Manager event console will show a drive offline event immediately followed by a drive online event for each physical drive that is part of a logical RAID drive.	No action is necessary. These events are simply representative of a transition phase of the RAID drives during the startup sequence and will be removed in a future release.
9465	When installing ClevOS using a physical or virtual CD drive, the appliance might reboot or hang while booting.	Use a USB storage device to perform the installation.

## Container

Table 4. Container

Issue	Failing Condition	Disposition
COS-1852	When attempting to write an object to a container that does not exist, the Accesser appliance returns an HTTP 404 response with an error message of NoSuchKey instead of the appropriate NoSuchBucket. This includes cases where the container name includes a "/".	Ensure that your vault or container is successfully created before attempting to write objects to it. If you receive an error message of NoSuchKey for an upload request, verify that the container you are addressing does exist.
COS-5390	The product does not currently support guaranteed delivery of access log or usage log entries to an end consumer.	Contact IBM Customer Support for more information.
COS-15401	If a user attempts to create a management vault using "manual configuration" (accessed through the Configure Management Vault page) based on an existing vault template, management vault creation will fail with the following message: "Cannot create a management vault from this template. It is deployed to access pools with standard vaults"	Use the "automatic configuration" available on the Configure Management Vault page.
COS-15218	Container creation or deletion can sometimes result in 500 error responses when the requests are sent concurrently with other configuration requests to the same storage account.	Retrying the request that received a 500 is a suggested recovery action. It's best to retry the request when not doing other operations on the same storage account.

## Alerting and Reporting

Table 5. Alerting and reporting

Issue	Failing Condition	Disposition
1749	After recovering from an unresponsive IPMI controller, the open incident in the Manager event console sometimes fails to clear. The open incident is misleading, but has no impact on the system operation.	Contact IBM Customer Support to confirm and correct the false incident.
COS-6490	If a manager appliance is imaged with a degraded RAID array, no event is presented to the user in the event console. In some cases this can cause no warnings to be shown about a potential problem.	Repair the RAID array by replacing the failing drive.

## System Behavior

Table 6. System behavior

Issue	Failing Condition	Disposition
COS-5539	If a storage account is deleted and re-created with the same name, usage updates that are associated with the previous account might be applied to the new account.	Preventive Action: Always create accounts with unique IDs. Solution: Accounts will have an extra UUID to uniquely identify accounts, and usage updates will only be applied when the UUID matches the expected value. This change will be made in a future release.
COS-2498	The usage of a disk is counted while the disk is offline. However, its capacity is not counted.	No action. Awareness of limitation. If necessary a restart of core would fix the usage values. Limit DLM events



Table 6. System behavior (continued)

Issue	Failing Condition	Disposition
2753	Under certain circumstances involving a combination of high concurrency (100 s to 1000 s of threads) and large object uploads (GB and larger), it is possible that multiple Slicestor appliances might experience disks being quarantined due to IO timeouts simultaneously.	This is a direct consequence of the workload being too high for the system and is likely to occur under certain test conditions but is much less likely to occur in a production environment. If this occurs, resume the disks and resume IO but reduce the workload on the system.
COS-2128	In a GDG configuration with high request latency to the remote stores and low latency to local stores, an Accesser Appliance will open multiple connections to the remote stores and a single connection to local stores. Large bursts of IO can overwhelm the single local connection, resulting in elevated response times and operation latencies.	Using the System Advanced Configuration framework, the Accesser Appliance can be configured to open multiple connections to local stores, allowing it to better handle burst of IO activity. The parameter to configure appropriately is network.connection-profile. Please refer to section 3 of the Advanced System Configuration guide for more details.
COS-1920	Support for "encoding-type" header when performing xml-based listing requests is not currently provided.	This feature is not currently supported

## Storage Pools

Table 7. Storage pools

Issue	Failing Condition	Disposition
2642	On the *Monitor Storage Pool Page, the <b>Reallocation Progress</b> graph, which displays historical data, is inaccurate when a device is down or statistics are not collected for a window of time.	The <b>Data Reallocation</b> progress bar, available at the top of the *Monitor Storage Pool Page, is always accurate. This view reflects the status and should be used to monitor progress of the data reallocation activity.

## Data Evacuation

Table 8. Data evacuation

Issue	Failing Condition	Disposition
	Nothing to report.	

## System Configuration

Table 9. System configuration

Issue	Failing Condition	Disposition
	Nothing to report.	

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## Deleting objects

Table 10. Deleting objects

Issue	Failing Condition	Disposition
9444	If a system is 100% full, customers might encounter an HTTP 500 error if they attempt to delete objects larger than the embedded content threshold (<1MB S3, >4MB SOH for default segments size). This issue has existed since release 3.0. It occurs because deleting large objects causes an intermediate write that appears larger to a Slicestor <sup>®</sup> Node, causing that node to fail the request due to an insufficient space error.	Contact IBM Support. They must use a development-provided procedure to free up disk space.

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## Manager Web Interface

Table 11. Manager Web Interface

Issue	Failing Condition	Disposition
COS-13189	For drives that do not have a SCSI name, some Disk Lifecycle Management (DLM) actions, such as resume and fail, performed through the Manager User Interface (UI) will fail.	Use drive serial number to perform the action from the command line.  Obtain drive serial number information by executing (see SERIAL column): # storage list  Perform the operation based on the drive serial number (Z29010L5), for example: # storage fail Z29010L5
COS-10031	When resuming a drive in the DIAGNOSTIC state from the Manager User Interface, it may take ~20 seconds to complete. The resume button is not disabled during this time.	Do not hit the resume button until the operation completes. If the drive stays in the DIAGNOSTIC state for more than 20 seconds, perform a refresh of the page. If the drive continues to stay in this state, follow the recommended action provided in the Manager Administration Guide under disk lifecycle management.
COS-23764	Upon network failure while going through the one time setup process in the manager, a network error page will appear. When the network comes back, re-load the page, at which point an internal server error page will appear in some scenarios.	Log out from the internal server error page and log back into the manager, which will take you through one time setup again.

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## Vaults

Table 12. Vaults

Issue	Failing Condition	Disposition
	Nothing to report	

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## Vault Mirrors

Table 13. Vault mirrors

Issue	Failing Condition	Disposition
10788	If an extreme network bandwidth imbalance exists between two sites in a mirrored vault configuration, and total load on the system exceeds the capacity of the slower site, traffic to both sites might experience a "sawtooth" pattern with alternating periods of high and low throughput. Additionally, pending writes to the slower site prevent writes to the faster site from proceeding. This occurs even if synchronous write is disabled.	During normal operation, disabling synchronous write allows requests to return to a user as soon as the fastest site returns. Reducing average throughput demand over time to be lower than the throughput capacity of the slower site will remove the "sawtooth" IO pattern and will allow bursts of IO to occur at the speed of the fastest site.
COS-7019	When performing IO against a vault mirror with synchronous writes disabled, HEAD requests performed against a successfully written object may return an HTTP 404 response.	If an HTTP 404 is returned for a HEAD request for a recently written object, please retry your request.
COS-13370	Through the Manager User Interface (UI), after creating a mirror from a mirror template that has Authorized IP Addresses populated, the mirror does not contain the specified IPs.	Perform the following workaround. After the mirror is created, add the IPs using the Edit Mirror Access Control page.

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## Vault migration

Table 14. Vault migration

Issue	Failing Condition	Disposition
14450	In cases where the target vault of an active vault migration goes below threshold or becomes unavailable, the migration progress bar displayed in the manager might erroneously jump to 100% completed. In this condition, the migration will still be active, and any unmigrated objects will still be migrated.	The migration completion event in the manager will only trigger once the migration has fully completed, irrespective of the status reported in the progress bar. Therefore, the completion of a migration should be judged by the migration completion event in the manager.
COS-12442	When a vault migration finishes the work contained in its TODO queue, it kicks off a process to calculate the exact count of the number of objects migrated as part of the migration. This process of calculating the exact size is performed by each device in the target pool, and can take a long time to complete for large migrations.	

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## Native File

Table 15. Native File

Issue	Failing Condition	Disposition
COS-5896	File Accesser devices only support hardware Accesser devices. Docker Accesser installations are not supported.	Deploy F5100 devices for use only with physical Accesser devices.
COS-6851	Using Filesystem or Share names with capital letters might prevent some S3 clients from accessing content properly by using the File Accesser device REST API.	Create Filesystems and Shares by using only lower case letters or avoid use of S3 clients that force lowercase referencing of bucket names.

Table 15. Native File (continued)

Issue	Failing Condition	Disposition
COS-7497	When performing large file writes in excess of 1TB through the NFS gateway appliance, the write operation will fail to complete and return an error.	Avoid writing files in excess of 1TB, and break up large files into multiple smaller files.
COS-7898	An abrupt shutdown of a File Accesser device can cause issues with the storage database (Cassandra) upon restart.	Contact IBM Customer Support and run "nodetool repair" on the effected device.  Use a graceful shutdown of a File Accesser device whenever possible.
COS-10195	Extended Characters in filename do not convert properly between windows and linux clients.	Do not set character encoding from default (UTF-8). Transformations may not work properly.
COS-7783	In process I/O may fail in the event of any File Accesser device going off line if that File Accesser is receiving a metadata update at the time of the outage.	Resend of failed data write.

## Chapter 5. Supported Hardware Platforms

### IBM Cloud Object Storage Appliances

Table 16. Minimum Version of ClevOS Compatible with Cleversafe Hardware Platforms

Appliance	Product	Minimum ClevOS
System Manager Appliance	M2100	≤2.7.0
System Manager Appliance	M2105	3.2.2
System Manager Appliance	M3100	2.7.0
Accesser Device	A2100	≤2.7.0
Accesser Device	A3100	≤2.7.0
Accesser Device	S1440	≤2.7.0
Accesser Device	S2104	3.2.1
Accesser Device	S2212	3.2.1
Accesser Device	S2440	3.0.1
Accesser Device	S4100	3.1.0

Table 17. Minimum Version of ClevOS Compatible with IBM Hardware Platforms

Product Name	Machine Type (1Yr/3Yr Warranty)	Model	Minimum ClevOS
IBM COS Accesser <sup>®</sup> 3105	3401/3403	A00	3.8.1
IBM COS Accesser <sup>®</sup> 4105	3401/3403	A01	3.8.1
IBM COS Accesser <sup>®</sup> F5100	3401/3403	A02	3.8.3
IBM COS Accesser <sup>®</sup> T5100	3401/3403	A02	3.10.1△
IBM COS Manager <sup>™</sup> 2105	3401/3403	M00	3.8.1
IBM COS Manager <sup>™</sup> 3105	3401/3403	M01	3.8.1
IBM COS Slicestor <sup>®</sup> 2212	3401/3403	S00	3.8.1
IBM COS Slicestor <sup>®</sup> 2448	3401/3403	S01	3.8.1
IBM COS Slicestor <sup>®</sup> 3448	3401/3403	S02	3.8.3
IBM COS Slicestor <sup>®</sup> 2584	3401/3403	S03	3.8.1
IBM COS Slicestor <sup>®</sup> 2212A	3401/3403	S10	3.10.0

Note: △ Requires RPQ

### Hewlett Packard

Table 18. Minimum Version of ClevOS Compatible with Hewlett Packard Hardware

Appliance	Model	Minimum ClevOS
Manager Appliance	DL360P Gen8	3.2.1
Manager Appliance	DL360 Gen9	3.5.0
Manager Appliance	DL380 Gen9	3.5.0
Accesser <sup>®</sup> Device	DL360P Gen8	3.2.1

Table 18. Minimum Version of ClevOS Compatible with Hewlett Packard Hardware (continued)

Appliance	Model	Minimum ClevOS
Accesser® Device	DL360 Gen9	3.5.0
Accesser® Device	DL380 Gen9	3.5.0
Slicestor® Device	SL4540 Gen8	2.9.0
Slicestor® Device	DL380 Gen9	3.5.0
Slicestor® Device	Apollo 4200	3.6.0
Slicestor® Device	Apollo 4510	3.6.0
Slicestor® Device	Apollo 4530	3.6.0

## Seagate

Table 19. Minimum Version of ClevOS Compatible with Seagate Hardware

Appliance	Model	Minimum ClevOS
Seagate OneStor®	AP-2584 1 AP-TL-1	3.4.2

## Cisco

Table 20. Minimum Version of ClevOS Compatible with Cisco Hardware

Appliance	Model	Minimum ClevOS
Cisco Slicestor® Device	UCS C3260	3.7.4

## Dell

Table 21. Minimum Version of ClevOS Compatible with Dell Hardware

Appliance	Model	Minimum ClevOS
Dell Slicestor® Device	DSS 7000	3.10.1

## Lenovo

Table 22. Minimum Version of ClevOS Compatible with Lenovo Hardware

Appliance	Model	Minimum ClevOS
Lenovo Manager Appliance	X3550 M5	3.10.1
Lenovo Accesser® Device	X3550 M5	3.10.1
Lenovo Manager Appliance	X3650 M5	3.10.1

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