

IBM Cloud Object Storage System  
Version 3.13.4 July Maintenance Release

*Release Notes*



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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 3.13.4

## Manager Integration into Appliance API [917]

The goal of this feature is to improve the underlying mechanisms used by our devices to report their health and status. The result is simplification of the hardware qualification process because hardware qualification has been decoupled from the manager application.

### Behavioral Changes

- Bay numbering changes
  - Support a more general classification of disk drive location identification, the single field "bay" has been converted to a chassis, enclosure, and slot triplet. The bay field is still available for compatibility purposes. The unique location of a disk drive is the combination of chassis, enclosure, and slot. The bay is reported for the format "<chassis>:<enclosure>:<slot>".
- Device diagrams have been made consistent across hardware models.
  - Diagrams with views from the top of the device are all oriented in the same direction (front is to the bottom).
  - Diagrams with front and rear views of the device are consistently labeled with those views.

### Upgrade

- When upgrading HPE ProLiant / HPE Apollo devices, the fan speed data from before the upgrade was reported in "RPM" values artificially. Post-upgrade, the units for these fans are reported in their native unit, "Percent."

This change in units results in errant behavior when looking at fan speed graphs with a timeframe from before and after upgrade.

- RAID events close/reopen upon upgrade of device.
  - Addresses field issues that are reported where some RAID events may not close properly after their reboots.
- Foreign/Unusable drive events close and re-open upon upgrade of a device because they rely on bay information and the format of the bay that has changed.
- After upgrade to this release, for the hard drive temperature graph found on the Monitor Device page, historical data will not be present for RAID drives. This issue does not arise for subsequent upgrades.

### API

- Multi-node devices "Node"/"Node Location" fields are only available from the manager REST API and GUI reports. These fields have been deprecated and removed from the device statistic API content output and replaced with the more general "enclosure" field within the "chassis" entity.
- All hardware information in the device statistic API is available under a single subtree. For more specific information, refer to the device statistic section in the device API guide.
- PCI addresses have been removed from network interface sections in the device statistic API.
- State information is also included for RAID drives.
- RAID drives under-drive use an identifier that is concatenated using UUID and the bay.
- Drives have a usage classification system to expand on the DLM NO\_STORAGE field. Different device classes report different usages, but it is easier to identify different drives and why they may not be used for storing slice data.

### Firmware

- Some devices that did not report their network device firmware versions now support firmware reporting.

### Interface Modifications

There have been a number of API changes that are documented in several sections in the Manager REST API Guide, and are detailed in the section within these release notes on Interface Modifications.

Included in the section on Interface Modifications is a list of device API changes.

## **COS Knowledge Center [1089]**

The IBM Knowledge Center delivers IBM's technical content to our users, which is accessible online or packaged as a help system in a product UI. This feature created a public COS Knowledge Center at <https://www.ibm.com/support/knowledgecenter/STXNRM> for the on-premises documentation, and the creation of an embedded KC in the Manager UI. Prior to this feature, the COS documentation for the on-premises solution was only accessible through the product UI. The embedded KC replaces the current contextual help and Help Index.

- Knowledge Center is the one-stop-shop for all IBM documentation (3200+ products)
- A user can easily find IBM content from Google or internal IBM searches
- Search KC for product documentation, TechNotes, and DeveloperWorks articles
- Easily switch between product release versions with drop-down menu
- Content in KC can be updated separately from product builds, so a user always has the most up-to-date information
- Discover services/products through offers and Marketplace links in the UI
- Responsive mobile experience
- Thoughtful, accessible UI for best reading experience

## **Localadmin password recovery via Manager UI/API [1148]**

This enhancement was made to enable a user to change their device password without having to meet the current password requirement. The following highlight the changes made for this release:

- The SSH Key Configuration API has been renamed from *systemSshKeyConfiguration* to *securitySshKeyConfiguration*, and the section containing the original information in the Manager REST API Guide has been moved from the **Administration** chapter to the **Account management** chapter. See the Interface Modifications section in these Release Notes for more detail.

**Note:** The existing (*systemSshKeyConfiguration*) API is still found in the Manager and is valid for backwards compatibility, but is planned to be removed in a future release.

- Introduced a new API called *securitySshConfiguration* to enable a user to change their device password without having to meet the current password requirement. A user can access the UI from the **Device SSH Authentication** that is found on the security page.
- Moved the SSH key configuration in Manager UI from the administration section to the security section, and found under the **Device SSH Authentication** section.



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## Chapter 2. New Features and Improvements in ClevOS 3.13.3

### Support for GET Bucket V2 Listing [1145]

ClevOS has supported GET Bucket V1 listing(List Objects) with no change in the terms of APIs and is supported in an "as-is" condition. This release includes support for GET Bucket V2 listing(List Objects) and enables IBM Cloud Object Storage (COS) to have functional parity with AWS. This feature supports the return of some or all(up to 1,000) objects in a bucket. The request parameters are used as a selection to return a subset of the objects in a bucket. To use this operation, the user must have permissions to read/list objects in the bucket.

Request Parameter differences in list objects

1. The list-type parameter that is used to differentiate if the object listing is being done that uses Version1 or Version2.
  - a. list-type=2 to be used specifically to initiate a Version2 listing
  - b. default or if no list-type parameter is used will trigger Version1 listing
2. The continuation-token is used when a S3 response is truncated (IsTruncated response element is true). A NextContinuationToken element is included in the response, which the user can use in the continuation-token parameter in the next request to list subsequent set of objects. This parameter is only supported in Version2 listing.
3. The fetch-owner parameter is a new parameter that is added to the V2 Listing request, which is used to determine whether the Owner information is to be included in the response. By default, the fetch-owner parameter is false, meaning the Owner information is NOT included in the V2 listing response. Unlike V1 listing response that includes the Owner information by default.
4. The start-after parameter is a new parameter added to the V2 Listing request and is very similar to the "marker" parameter in the V1 Listing request. The start-after parameter is considered valid and is used in the first request ONLY, at which point the API returns key names after the specified object key in the start-after. If the start-after parameter is used by the user in subsequent requests (response was truncated and used along with continuation-token), the parameter is ignored.

**Note:** In this case when the start-after parameter is included with continuation-token, the response will NOT include the start-after element.

Response Parameter differences for listing

1. The Marker and NextMarker response elements are only included if the object listing is V1. V2 Bucket Listing Response doesn't include these elements.
2. The ContinuationToken is only included in the response if the listing request is of list-type=2 and the request includes the ContinuationToken.
3. The NextContinuationToken is only included in the response if the listing request is of list-type=2 and the response was truncated (IsTruncation = true). User can use the value from the NextContinuationToken element and included it in the subsequent request under "continuation-token" query parameter.
4. The StartAfter parameter is a new parameter added to the V2 Listing request and included in the response to the first listing request for the request WITHOUT continuation-token. If the start-after parameter is used by the user in subsequent requests (response was truncated and used along with continuation-token), the parameter is ignored, and the response does NOT include the start-after element.

5. Owner element was always returned to the user in V1 listing response, if it exists. However, in V2 the response to include the Owner element is governed by the inclusion of "fetch-owner" parameter with value set to "true." The fetch-owner parameter is defaulted to false, so no Owner element is included in the V2 listing response.
6. KeyCount represents the number of keys that are included in the response. Value is always less than or equal to the MaxKeys.

**Note:** The Continuation Token is an opaque value that is returned by IBM COS to the clients.

### **Comprehensive phone home and automatic trouble ticket generation [1227]**

This feature allows an administrator to configure an IBM COS system to open problem report tickets automatically with IBM Customer Support. A ticket will be created for every incident opened against blue-washed IBM hardware devices.

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## Chapter 3. New Features and Improvements in ClevOS 3.13.1

### Retention of PII - GDPR [1224]

This feature is offered with the IBM Cloud Object Storage (COS) Manager for redacting Personally Identifiable Information (PII) from access logs that are stored on the system indefinitely, or for logs exported from the system. Additionally, the Manager provides a setting that can be used to guarantee that logs on the filesystem of Accesser appliances are deleted within a reasonable amount of time. These options prevent the indefinite retention of PII on the IBM COS System.



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## Chapter 4. Interface Modifications

API updates for the 3.13 release have been referenced in the following documentation:

Feature Limitations:

COS-31712: Users receive a reject if they use **createVault** and specify retention periods, but do not **specify the protectionState** or the **protectionState** as "disabled."

COS-34240: Changed **retention-legal-hold-count** header to lower-case for consistency with other retention header responses.

COS-38734: Account Name and Username need to be in Syslog Stream.

COS-13513: Localadmin password recovery when using the Manager UI/API.

COS-33050: Device Level Api /statistics does not properly expose uuid in the diskHealth table.

- CSO API Developer Guide

- Mirror-Destination header for GET /bucket, GET /bucket?acl, GET /bucket?cors, GET /bucket?uploads, GET /object, HEAD /object, GET /object?legalhold
- Maximum number of days for retention periods settings is 36159 days
- Value for the "Status" parameter is now "Retention" (it was "Compliance" before)
- New methods:
  - POST /object (Specify retention periods and add a single legal hold to a protect object with webforms)
  - POST /object?extendRetention (Extend the retention period of a protected object)

- Device API Guide

- Updated section on Device API Reference>State
  - New raid section added
  - State -> raid
  - Updated JSON and Response Parameters Table to include:
    - New Response parameter: raidStatus
    - New Response parameter: arrayHealth
- Updated section on Device API Reference>Statistic
  - Updated JSON and Response Parameters Table to include:
    - New Response parameter: applianceLayout
    - New Response parameter: applianceType
  - New Response section: capabilities -> {monitoring, visualization and other capabilities available on the device - see Device API guide for details}
  - New Response section chassis -> [discrete enclosure units that describes hardware entity information - see Device API guide for details]
  - New Response section driveThresholds -> { total, warning and error thresholds by drive usage type - see Device API guide for details}
  - New Response section raid -> arrayHealth parameter

- REST API Developer Guide

- Updated section on Mirror Management>Create a Mirror

- New Request parameters: protectionState, minimumRetentionPeriod, maximumRetentionPeriod, defaultRetentionPeriod, and restrictiveAccessControlEnabled
- Updated section on Mirror Management>Create a Mirror Template
  - New Request parameters: protectionState, minimumRetentionPeriod, maximumRetentionPeriod, defaultRetentionPeriod, and restrictiveAccessControlEnabled
- Updated section on Mirror Management>Edit a Mirror
  - New Request parameters: protectionState, minimumRetentionPeriod, maximumRetentionPeriod, and defaultRetentionPeriod
- Updated section on Mirror Management>Edit a Mirror Template
  - New Request parameters: protectionState, minimumRetentionPeriod, maximumRetentionPeriod, defaultRetentionPeriod, and restrictiveAccessControlEnabled
- Updated section on Vault Management>Create a Vault
  - New Request parameter: restrictiveAccessControlEnabled
- Updated section on Vault Management>Create a Vault Template
  - New Request parameter: restrictiveAccessControlEnabled
- Updated section on Vault Management>Edit a Vault Template
  - New Request parameter: restrictiveAccessControlEnabled
- Updated section on Reports>Disk drive and device report>Response
  - Updated JSON
  - New Response parameter: chassisId
  - New Response parameter: enclosureId
  - New Response parameter: slotId
- Updated section on Reports>Failed field replaceable unit report>Response
  - Updated JSON
  - New Response parameter: chassisId
  - New Response parameter: enclosureId
  - New Response parameter: slotId
- Updated section on Reports>Firmware report>Response
  - Updated JSON
  - New Response parameter: chassisId
  - New Response parameter: enclosureId
  - New Response parameter: slotId
- Updated section on Reports>Storage pool capacity and disk report>Response
  - Updated JSON
  - New Response parameter: chassisId
  - New Response parameter: enclosureId
  - New Response parameter: slotId
- Updated section on Administration>View system configuration>Response
  - Updated JSON
  - New Response parameter: driveTotalCount
- Updated section on Device management>Device drive bay nut enclosure action
  - Updated description
  - Updated HTTP
  - Updated Curl
  - Response>New Response parameter: chassisId
  - Response>New Response parameter: enclosureId

Response>New Response parameter: slotId

**API updates for the 3.12 release have been referenced in the following documentation:**

- CSO API Developer Guide
  - NEW section added for Compliance Enabled Vaults
- REST API Developer Guide
  - Updated section on Access Pool Management>Create an access pool Request parameters
  - Updated section on Storage Pool Management>Edit a storage pool Request parameters
  - Updated section on Administration>Configure Accesser API Request parameters
  - Added new section to Vault Management View a concentrated dispersal vault IDAs

**API Changes 3.12**

Only S3 is supported for operations on Protected Vaults/Objects and includes the following changes:

- Create Vault - 4 new parameters are added to the existing API: status and retention durations
- Edit Vault - 4 new parameters are added to the existing API: status, and retention durations
- Create Vault template - 4 new parameters are added to the existing API: status and retention durations
- Edit Vault Template - 4 new parameters are added to the existing API: status and retention durations
- Configure Vault Protection - new api to enable the feature.

COS-26638: In prior releases, the Storage Pool Capacity and Disk Report Manager REST API provided duplicate entries for any disk within a storage pool that is not in a “good” (pre-3.10.1) or “online” (3.10.1 or later) state. This issue has now been resolved.

COS-26512: The Compliance Report has been renamed to System Usage and Configuration Summary Report. The corresponding REST API endpoints have been updated to reflect this, as have any REST API fields that specify the Compliance Report.

Support retrieval of region code and billing class separately [1141]. APIs modified for this feature:

- Create Vault - Two parameters, region and storageClass are added to the request.
- Edit Vault - Two parameters, region and storageClass are added to the request.
- Create Vault From Template - Two parameters, region and storageClass are added to the request.

**API Changes 3.13.3**

Information on the Get Bucket V2 APIs can be found the COS API guide.

**API Changes 3.13.4**

COS-33549: Device API

State API

When a device is upgraded, any existing disabled drive bay power control states in the openExternalEvents object are removed from the State API.

Statistic API

- Several hardware components such as chassis, enclosure, voltage sensors, fan sensors, power supply sensors, and drive configurations are reported in a new format.
- The voltage, fan, and power supply statistics are reported as properties of a **chassis** object instead of the root of the JSON output. However, statistics in the old format are available for backwards compatibility through the advanced configuration settings of the Manager application. For more information on this advanced configuration setting, contact IBM Customer Support.
- For voltage statistics, **maximum\_voltage** and **minimum\_voltage** readings are removed. Instead, a **status** property is added. The status can be OK, DISABLED, CRITICAL, UNKNOWN, or NOT\_PRESENT.
- For fan statistics, **maximum\_speed** and **minimum\_speed** readings are removed. Instead, a **status** property is added. The status can be OK, DISABLED, CRITICAL, UNKNOWN, or NOT\_PRESENT.
- For CPU temperature statistics, **maximum\_temperature** has been removed. Instead, a **status** property is reported. The status can be OK, DISABLED, CRITICAL, UNKNOWN, or NOT\_PRESENT.
- Drives now report specific usage types. Valid drive usage types are data, os, osSpare, database, and unknown.
- Drives have a new format for reporting bay identifier. It uses the three new identifiers (**chassis\_id**, **enclosure\_id** and **slot\_id**) and concatenates them together to create the drive bay identifier.
- The enclosure object for listing drive bays with power control capability is no longer available in the root of the JSON by default. The drive bay power control statistics can now be found in **chassis[].enclosure[].slots[].phy**. The legacy enclosure object is available for backwards compatibility through the advanced configuration settings of the Manager application. For more information on this advanced configuration setting, contact IBM Customer Support.
- PCI addresses have been removed from network interface sections in device statistic API.



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## Chapter 5. Resolved Issues

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### Resolved issues in 3.13.4 July Maintenance Release

Table 1. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                                                   |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-40750 | POST.CREDENTIALS operation failed with "Duplicate Content-Length" error.                                                                                                                                                                                                                                      |
| COS-35118 | Requests with a Transfer-Encoding: Chunked header fail with a 400: Bad Request error.                                                                                                                                                                                                                         |
| COS-37433 | Fixed an issue where an S3 request to list the objects in the vault or container may encounter an HTTP 500 error when performing listings over a portion of the container namespace that is undergoing a heavy delete load.                                                                                   |
| COS-36238 | Updated the behavior of the system to ignore the presence of the 'ibm-service-instance-id' header for operations for which this header is not required. Previously this would result in requests failing with a 403 response.                                                                                 |
| COS-36603 | In previous releases, in a system with a service vault and a combination of standard and container vaults, new vaults created from a vault template in the Manager UI could be standard vaults when they should be container vaults. This issue has now been addressed.                                       |
| COS-36470 | In previous releases, on the Monitor Device page in the Manager UI, drive diagrams for storage device models IBM Cloud Object Storage 2584 and HPDM displayed empty bays as disabled, with no option to enable those bays. This issue has been corrected, allowing users to enable empty bays through the UI. |
| COS-34480 | Prior to 3.13.2, in situations with a large number of vaults being created/deleted, the manager daemon on a device can run out of memory. This issue has now been resolved.                                                                                                                                   |
| COS-36320 | In prior releases but after 3.12.0, on occasion, after successful completion of a Manager restore operation, the UI displayed a connection refused error message. This issue has now been resolved.                                                                                                           |
| COS-39634 | Delete a container and re-create using the same container name was failing. This issue is addressed in this release.                                                                                                                                                                                          |

---

### Resolved issues in 3.13.4

Table 2. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                         |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-35713 | Improved handling on the accesser of slices that are queued and waiting to be sent to slow stores. We are now more efficient in ensuring that cancellation is effective in reclaiming resources and is appropriately targeting writes to stores that are slow or have large queues. |
| COS-38588 | Error code for HTTP status code 507 should be reported properly.                                                                                                                                                                                                                    |
| 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.                                                                                                                                |
| 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.                                                                                |
| 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.                                                       |
| COS-40438 | PUT Object COPY fails with 400 if the object name contains '?'                                                                                                                                                                                                                      |

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## Resolved issues in 3.13.3 June Maintenance Release

Table 3. Resolved issues

| Issue     | Description                                                                                                  |
|-----------|--------------------------------------------------------------------------------------------------------------|
| COS-39537 | Fixed an issue where object names with non-ASCII characters would not display properly in listing responses. |

---

## Resolved issues in 3.13.3

Table 4. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-34106 | The 's3-multi-delete' access log entry type has been removed. The information contained in this entry is redundant to the information contained in the access log entry for the originating request and the individual access log entries of request_type 'BATCH.DELETE.OBJECT' that are generated for the result of each individual delete action in a multi-delete request. |
| COS-35670 | Enhanced the access log content to include the midstream_error field in cases where a PUT request fails mid-operation due to a client disconnect or server idle disconnect.                                                                                                                                                                                                   |

---

## Resolved issues in 3.13.2

Table 5. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-34106 | The 's3-multi-delete' access log entry type has been removed. The information contained in this entry is redundant to the information contained in the access log entry for the originating request and the individual access log entries of request_type 'BATCH.DELETE.OBJECT' that are generated for the result of each individual delete action in a multi-delete request. |
| COS-35670 | Enhanced the access log content to include the midstream_error field in cases where a PUT request fails mid-operation due to a client disconnect or server idle disconnect.                                                                                                                                                                                                   |
| COS-33497 | As a side effect-of a previous change in 3.9.1, additional content was added to the log content for s3 multi-delete results in the access log.                                                                                                                                                                                                                                |

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## Resolved issues in 3.13.1 April Maintenance Release

Table 6. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                               |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-31032 | For the SL4540 hardware platforms, the popup dialog in the drive layout on the Monitor Device page of the Manager User Interface (UI) does not display the enclosure and bay information for a drive.                                                     |
| COS-34419 | For all appliances, the temperature readings are reversed for the current and maximum CPU temperatures in the Platform MIB:<br><br>CLEVERSAFE-PLATFORM-MIB::csPfCPUtempNow.1 = Gauge32: 90<br><br>CLEVERSAFE-PLATFORM-MIB::csPfCPUtempMax.1 = Gauge32: 34 |
| COS-33012 | Corrected a typo in the field name of the 'control_throttle.writers_available_permits' report log entry.                                                                                                                                                  |
| COS-34104 | The exported CSV content for the Failed FRU Report, available through the Maintenance page on the Manager User Interface (UI), does not capture failed virtual disks.                                                                                     |

Table 6. Resolved issues (continued)

| Issue     | Description                                                                                                                                                                                           |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-35731 | Added support for the CacheControl header across all APIs. The value of this header will now be stored in the object's metadata and returned in the result of a subsequent GET or HEAD on the object. |
| COS-36788 | Fixed an issue where a low-probability race condition may result in an exception being encountered during listing, causing a restart of the core process on the Accesser appliance.                   |
| COS-37297 | Fixed an issue where delimiter listing request was taking excessive time to complete.                                                                                                                 |

## Resolved issues in 3.13.1

Table 7. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                             |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-33012 | Corrected a typo in the field name of the 'control_throttle.writers_available_permits' report log entry.                                                                                                                                                                |
| COS-33565 | Resolved an issue where SNMP traps are not generated for the following events: rebuilder agent/mirror synching hung, data reallocation paused/halted, token expiration failing to refresh.                                                                              |
| COS-33565 | In releases prior to 3.13.1, SNMP traps were not generated for the following events: <ul style="list-style-type: none"> <li>• rebuilder agent/mirror synching hung</li> <li>• data reallocation paused/halted</li> <li>• token expiration failing to refresh</li> </ul> |
| CSO-34104 | The exported CSV content for the Failed FRU Report, available through the Maintenance page on the Manager User Interface (UI), does not capture failed virtual disks.                                                                                                   |

## Resolved issues in 3.13.0

Table 8. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                     |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-28326 | The maximum supported fanout copy count has been decreased from 10,000 to 1,000.                                                                                                                                                                |
| COS-31032 | For the SL4540 hardware platforms, the popup dialog in the drive layout on the Monitor Device page of the Manager User Interface (UI) does not display the enclosure and bay information for a drive. This issue has been fixed in this release |

## Resolved issues in 3.12.4 July Maintenance Release

Table 9. Resolved issues

| Issue | Description                                                                                                      |
|-------|------------------------------------------------------------------------------------------------------------------|
| 41510 | Delete markers for versioned objects should not expect encryption keys. This issue is addressed in this release. |

## Resolved issues in 3.12.4 June Maintenance Release

Table 10. Resolved issues

| Issue | Description                                                                      |
|-------|----------------------------------------------------------------------------------|
| 14450 | Indexes that cannot be read will return zero for size in DMS metrics collection. |

Table 10. Resolved issues (continued)

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-39150 | <p>For storage pools that have a high number of vaults (&gt;100), there is degradation in the performance of the scanning process used to determine what needs to be scanned to find data that may need to be rebuilt. As a result, this may slow the rate of scanning and rebuilding across the drives within a storage pool.</p> <p>Exposure to this issue is limited to ClevOS™ 3.12.4.72 and 3.13.3.59 releases. This issue is addressed in this release. If the system configuration meets the above conditions, the IBM COS support team should be contacted to assess any potential impact.</p> |
| COS-39320 | Fixed an issue where an HTTP 503 response from a remote endpoint with vault proxy configured would result in a HTTP 500 error response being returned.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| COS-39045 | In earlier releases, and on the Monitor Device page in the Manager UI, the Apollo 4510 (HP ProLiant XL450 Gen 9 Server) drive diagram was incorrectly rendered. This issue has been addressed.                                                                                                                                                                                                                                                                                                                                                                                                         |
| COS-37403 | When management vaults aren't deployed to Accesser pools, an unsupported vault type error 13 can be seen during upgrade from 3.12 to 3.13 releases. This issue is addressed in this release.                                                                                                                                                                                                                                                                                                                                                                                                           |

## Resolved issues in 3.12.4 May Maintenance Release

Table 11. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-37407 | Vault deletion is not picking up increased reserved scheduler permit configuration changes.                                                                                                                                                                                                                                                                                                        |
| COS-37563 | A slow memory leak was introduced in 3.12.2 which affects very stable systems that don't drop connections to external devices very often. The leak is only present under certain race conditions and when heavily impacted by the leak, the core process will perform garbage collection more often than it otherwise would. Race conditions in the code were fixed so as to not leak old regions. |
| COS-38383 | Fixed an issue where heavy rebuild delete activity may cause rebuilder to report that it is not making progress.                                                                                                                                                                                                                                                                                   |
| COS-37557 | <p>Clients observed a bunch of client disconnects due to request timeouts, for some of the stores. The root cause was that the scanning rate did not remain stable during the entire scanning cycle, and we observed huge spikes in it, especially at the beginning of the cycle. This resulted in a large number of listing requests, and affected the IO.</p>                                    |
| COS-39105 | Fixed an issue where the Slicestore device may enter a potentially inconsistent state upon upgrading from a pre-3.12.x release to a post-3.12.x release.                                                                                                                                                                                                                                           |
| COS-38405 | Fixed an issue where conditional request headers (such as If-Modified-Since), were not properly returning a 304 - Not Modified response where the provided timestamp matches the existing object timestamp.                                                                                                                                                                                        |

## Resolved issues in 3.12.4 April Maintenance Release

Table 12. Resolved issues

| Issue     | Description                                                                                                                           |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------|
| COS-32649 | Fixed an issue with the manager application not starting up properly when certain fields of a multi-node device are not set properly. |
| COS-32492 | Fixed an issue where a core process restart may be triggered due to a race condition that may exist while performing reallocation.    |
| COS-28665 | Resolved an issue where the dlm process was erroneously reported as not running when a device was under extreme workload and stress.  |

Table 12. Resolved issues (continued)

| Issue     | Description                                                                                                                                                                                                                                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-36653 | Fixed an issue where certain errors encountered during listing may be ignored, resulting in successful listing responses that omit ranges of results that should have been included in the output.                                                                                                                          |
| COS-31475 | Resolved an issue that was preventing hard drive Advanced Power Management functionality from being disabled on Slicestor device data drives.                                                                                                                                                                               |
| COS-27605 | Resolved an issue where upon upgrade of certain Slicestor appliances, data drives could erroneously transition to a diagnostic or offline state, preventing them from being used by the device.                                                                                                                             |
| COS-34886 | Fixed an issue where requests being sent via the SOH API that also included CORS headers ('Origin' and 'Host') were encountering an exception and causing the core process on the Accesser device to restart.                                                                                                               |
| COS-25365 | Resolved an issue where upon removal of a Slicestor device data drive, the drive was still being reported as present with an invalid drive bay number.                                                                                                                                                                      |
| COS-31864 | Fixed a race condition where slices maybe erroneously removed during an overwrite operation. This has been observed to impact the name index, which by nature is updated frequently. In this situation, write, delete, or listing requests to the impacted location of the index will fail and return HTTP status code 500. |

## Resolved issues in 3.12.4 March Maintenance Release

Table 13. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-34232 | Resolved an issue that might result in inconsistent revisions of slices for an index node being persisted under heavy load. Affects any environment that uses the distributed index, including the name index, data migration services, globally prioritized rebuilder, and multi part uploads. Inconsistent slices are more likely to produce availability or reliability issues in configurations where the difference between width, and write threshold, is larger than the difference between write threshold and threshold. |
| COS-34143 | Resolved an issue that was causing increased memory pressure on Slicestor devices when heavy slice listing operations were being performed. This was particularly prominent when utilizing Vault Mirrors or Data Migration Services, but could also be seen in heavy rebuild scenarios on storage pool sets with a large number of Slicestor devices.                                                                                                                                                                             |
| COS-35277 | Resolved an issue with Slicestors going into inconsistent state after upgrade.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| COS-15399 | Following an Accesser 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.                                                                                                                                                                                                                                                        |
| COS-33227 | In a multi-stripe system, the namespace boundaries between stripes are calculated in such a way that the boundaries between stripes is not the same for each pillar. This means that there are ranges of the namespace that may be entirely within the stripe for one index in a pillar, but spans stripes for another index. When doing reverse rebuild listing where a range crosses a stripe boundary, the client will select the wrong device to send the request to, resulting in a empty listing result.                    |
| COS-32383 | Fixed an issue where a timing issue or race condition where, upon first establishing a connection between Accesser and Slicestore devices following a new device registration, OS drive replacement, or device certificate update, the Accesser device may not be able to authenticate to the Slicestore device.                                                                                                                                                                                                                  |
| COS-34886 | Requests sent through the SOH API that also include CORS headers ("Origin" and "Host") encounter an exception and cause the core process on the Accesser device to restart.                                                                                                                                                                                                                                                                                                                                                       |

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## Resolved issues in 3.12.4

Table 14. Resolved issues

| Issue     | Description                                                                       |
|-----------|-----------------------------------------------------------------------------------|
| COS-32649 | Fixed an issue with manager startup handling of chassis ID in multi node chassis. |

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## Resolved issues in 3.12.3

Table 15. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-31605 | In previous releases, when using Concentrated Dispersal with an older version of Firefox (before version 47), any creation of mirrored vaults can fail. This issue is resolved; however, users should upgrade to the latest version of Firefox.                |
| COS-30962 | In the Device Statistic API, service state and uptime metrics were unnecessarily included in the output, and have been removed.                                                                                                                                |
| COS-31470 | In previous releases, if a set replacement or set removal was performed before initiating a device replacement activity, the set numbering displayed on pages that are associated with the device replacement flow is incorrect. This issue has been resolved. |
| COS-31449 | Addressed an issue that is related to deletion of vault alias during migration.                                                                                                                                                                                |
| COS-30097 | 500 Errors for GET.SERVICE request while PUT.VAULT is in process.                                                                                                                                                                                              |
| COS-2753  | Locality settings with high stress causes disks to be quarantined because of timeouts with reason code 5.                                                                                                                                                      |

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## Resolved issues in 3.12.2 January Maintenance Release

Table 16. Resolved issues

| Issue     | Description                                                                                                            |
|-----------|------------------------------------------------------------------------------------------------------------------------|
| COS-27973 | Addressed an issue where Slicestors are exhibiting high cpu usage and causing dlm process to be restarted.             |
| COS-30612 | Addressed an issue where the server returns a 403 when a bucket is created through S3 and using the HMAC account/keys. |
| COS-30999 | Fixed an issue with Manager returning internal error when the devices are approved in bulk.                            |
| COS-31227 | Fixed an issue when adding a device on a storage pool with missing Slicestors.                                         |
| COS-31482 | Robust handling of Accesser stability in an error scenario.                                                            |

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## Resolved issues in 3.12.2

Table 17. Resolved issues

| Issue     | Description                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-28338 | Updated access control permissions enforcement for Compliance Enabled Vault API extensions. PUT/GET legal holds require WRITE_ACL/READ_ACL permission and PUT/GET Bucket Protection operations now bucket owner permission after this fix.                                                                                                                                              |
| COS-28629 | In certain conditions, Execution of the storagetl commands (list, list all, info, and history) through the manager troubleshooting console will timeout, particularly when a significant amount of information is present, resulting in the following message to be displayed on the user interface: "The command is taking too long to execute ." This issue is fixed in this release. |
| COS-27795 | Logging updates for token refresh failures.                                                                                                                                                                                                                                                                                                                                             |

Table 17. Resolved issues (continued)

| Issue     | Description                                                                                                                                                                                                                                                              |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-28787 | In earlier releases, when operating in container mode with a service vault, the Create Vault link for each vault template on the "Template Management" page of the Manager user interface did not initiate the "Create Vault" process. This issue has now been resolved. |
| COS-28790 | In release 3.10.2 and after, the CSV content associated with the Vault Summary Report on the Manager user interface did not contain the SSE-C column. The issue has been resolved in this release.                                                                       |
| COS-28572 | Fixed an issue where Manager complains about 2 drives missing for Lenovo System x3650.                                                                                                                                                                                   |
| COS-29667 | Fixed an issue with COS access logs reporting storage_account_id .                                                                                                                                                                                                       |
| 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.                 |
| COS-28179 | Who to contact in the event of a scenario causing a large number of destroyed data-slices, such as multiple Slicestore reimage, site destruction, site reimage, or large scale long time scale outage.                                                                   |





## Chapter 6. Known issues

Table 18. Known issues

| Issue     | Failing Condition                                                                                                                                                                                                                                                                                                                                                                                                                     | Disposition                                                                                                                                                                                                                                                                                                               |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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-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.                                                                                                                                                                    |
| 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.                                                                                                                                                                                                                                                              |

Table 18. Known issues (continued)

| Issue     | Failing Condition                                                                                                                                                                                                                                                                                                                                                                             | Disposition                                                                                                                                                                                                                                                                |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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-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-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.                                                                                                            |
| COS-26214 | Lack of documentation highlighting dependencies of Hadoop-connector package with GA releases.                                                                                                                                                                                                                                                                                                 | For legacy customers who are still using Hadoop connector for ClevOS software, please contact IBM customer support to install a new package compatible with latest build.                                                                                                  |
| COS-27469 | When performing a PUT-COPY operation, a request header is used to specify the source of the copy operation. If this header is specified, but with an empty value, the request is expected to fail with a HTTP 400 - Bad Request. Instead, the object is being successfully created but with empty content.                                                                                    | This will be fixed in a future release.                                                                                                                                                                                                                                    |

Table 18. Known issues (continued)

| Issue     | Failing Condition                                                                                                                                                                                                  | Disposition                                                                                                                                                                                   |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-29681 | When using the Microsoft IE9 web browser, certain Manager user interface elements like the left navigation tree and the vault capacity bar charts on the Monitor Vault page may not appear.                        | Microsoft has ended support of IE9 and IE10. Users should upgrade to Microsoft IE11 or higher, or use an alternative browser, such as Firefox, Safari, or Chrome.                             |
| COS-39184 | After triggering a storage pool expansion, set replacement or set removal, the audit indicating "The storage was modified. The size was changed from size1 to size2" may show incorrect size values.               | The audit message will be corrected in a subsequent release.                                                                                                                                  |
| COS-41035 | In 3.13.4 with a mixed release system containing devices on a lower release compared to the Manager, when a drive is failed from the UI, the Monitor Device page displays an incomplete message "diskFailSuccess." | The drive failure and migration of data is performed successfully. The drive failure and migration of data is performed successfully. The messaging will be improved in a subsequent release. |

## Upgrading and Installation

Table 19. 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. |
| 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.                                                                                                                                              |

## Container

Table 20. Container

| Issue     | Failing Condition                                                                                                                                                                                                                                                                                                                                   | Disposition                                                                                                                                                                                                                        |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-1852  | When attempting to write an object to a container that does not exist, the Accesser <sup>®</sup> 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-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.                                                               |

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## Alerting and Reporting

Table 21. Alerting and reporting

| Issue    | Failing Condition                                                                                                                                                                                           | Disposition                                                             |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| COS-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. |

---

## System Behavior

Table 22. System behavior

| Issue    | Failing Condition                                                                                                                                                                                                                                                                                                                                     | Disposition                                                                                                                                                                                                                                                                                                                                                 |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                                                                                                                                                                                                                                             |
| 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                                                                                                                                                                                                                                                                                                                     |

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## Storage Pools

Table 23. Storage pools

| Issue    | Failing Condition                                                                                                                                                                                    | Disposition                                                                                                                                                                                                                    |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COS-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 24. Data evacuation

| Issue | Failing Condition  | Disposition |
|-------|--------------------|-------------|
|       | Nothing to report. |             |

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## System Configuration

Table 25. System configuration

| Issue | Failing Condition  | Disposition |
|-------|--------------------|-------------|
|       | Nothing to report. |             |

---

## Deleting objects

Table 26. 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. |

---

## Manager Web Interface

Table 27. 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.<br><br>Obtain drive serial number information by executing (see SERIAL column): # storage list<br><br>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 28. Vaults

| Issue | Failing Condition | Disposition |
|-------|-------------------|-------------|
|       | Nothing to report |             |

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## Vault Mirrors

Table 29. Vault mirrors

| Issue     | Failing Condition                                                                                                                                                                  | Disposition                                                                                                           |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| COS-7019  | When performing IO against a vault mirror with synchronous writes disable, 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. |

---

## Vault migration

Table 30. Vault migration

| Issue     | Failing Condition                                                                                                                                                                                                                                                                                                                           | Disposition |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 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. |             |

## Chapter 7. Supported Hardware Platforms

### IBM Cloud Object Storage Appliances

Table 31. 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          |
| IBM COS Accesser <sup>®</sup> Device  | A2100   | ≤2.7.0         |
| IBM COS Accesser <sup>®</sup> Device  | A3100   | ≤2.7.0         |
| IBM COS Slicestor <sup>®</sup> Device | S1440   | ≤2.7.0         |
| IBM COS Slicestor <sup>®</sup> Device | S2104   | 3.2.1          |
| IBM COS Slicestor <sup>®</sup> Device | S2212   | 3.2.1          |
| IBM COS Slicestor <sup>®</sup> Device | S2440   | 3.0.1          |
| IBM COS Slicestor <sup>®</sup> Device | S4100   | 3.1.0          |

Table 32. 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 (AP-TL-1) | 3401/3403                       | S03   | 3.8.1          |
| IBM COS Slicestor <sup>®</sup> 2584 (AP-LS-1) | 3401/3403                       | S03   | 3.13.1         |
| IBM COS Slicestor <sup>®</sup> 2212A          | 3401/3403                       | S10   | 3.10.0         |

Note: △ Requires RPQ

### Hewlett Packard

Table 33. 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          |

Table 33. Minimum Version of ClevOS Compatible with Hewlett Packard Hardware (continued)

| Appliance         | Model       | Minimum ClevOS |
|-------------------|-------------|----------------|
| Accesser® Device  | DL360P Gen8 | 3.2.1          |
| 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 34. 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 35. Minimum Version of ClevOS Compatible with Cisco Hardware

| Appliance               | Model                   | Minimum ClevOS |
|-------------------------|-------------------------|----------------|
| Cisco Slicestor® Device | UCS C3260               | 3.7.4          |
| Cisco Slicestor® Device | UCS S3260 (Single Node) | 3.12.0         |
| Cisco Slicestor® Device | UCS S3260 (Dual Node)   | 3.12.0         |
| Cisco Manager Appliance | UCS C220 M4             | 3.12.0         |
| Cisco Accesser® Device  | UCS C220 M4             | 3.12.0         |

## Dell

Table 36. Minimum Version of ClevOS Compatible with Dell Hardware

| Appliance              | Model            | Minimum ClevOS |
|------------------------|------------------|----------------|
| Dell Slicestor® Device | DSS 7000         | 3.10.1         |
| Dell Slicestor® Device | PowerEdge R740xd | 3.13.4         |

## Lenovo

Table 37. 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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## Quanta Cloud Technology (QCT)

*Table 38. Minimum Version of ClevOS Compatible with QCT Hardware*

| Appliance                         | Model                 | Minimum ClevOS |
|-----------------------------------|-----------------------|----------------|
| QCT Manager Appliance             | QuantaGrid D51PH-1ULH | 3.13.4         |
| QCT Accesser <sup>®</sup> Device  | QuantaGrid D51PH-1ULH | 3.13.4         |
| QCT Slicestor <sup>®</sup> Device | QuantaGrid D51PH-1ULH | 3.13.4         |



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