

Intel® Entry Storage System SS4200-E

Software Release Notes

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Product Description

The Intel[®] Entry Storage System SS4200-E is a simple-to-configure network storage device that provides an easy-to-use management interface for you to securely store, organize, and retrieve all types of media, including documents, music, pictures, and movies. The Intel[®] Entry Storage System SS4200-E also includes the industry-leading EMC Retrospect[®] backup and recovery software.

Managing your Storage Device

The Intel[®] Entry Storage System SS4200-E Storage Manager discovers new Intel[®] Entry Storage System SS4200-E devices on your network, configures and initializes backups, and enables connections from your local computer to Shared Folders on your Intel[®] Entry Storage System SS4200-E. In addition, it provides access to manage users and groups, Shared Folders, network settings, peripherals, and advanced configuration settings of the Intel[®] Entry Storage System SS4200-E.

Example: User accounts, Shared Folders, and Connections

One example of the powerful management capabilities available through your Intel[®] Entry Storage System SS4200-E, is the ability to control who on your network can access certain information.

For example, you can create a unique user for each user on your network. When you create a new user account, you have the option to create a restricted Shared Folder for that user. The secured Shared Folder will have the new user's name and will provide access to only that user. From their local computer, the user can choose to connect their restricted Shared Folder to their local computer for easy access.

Once you have created all of your users, you can then create additional Shared Folders with restricted access, at which time you can select the users to which you want to provide access (or you can create a Shared Folder with full public access or read-only access).

Creating user accounts and Shared Folders is a powerful tool for managing content on your Intel[®] Entry Storage System SS4200-E device.

Using Your Storage

While Intel[®] Entry Storage System SS4200-E Storage Manager provides functionality to administer, manage, backup, and access your storage device, file managers such as Microsoft Windows Explorer*, Finder, or Linux Konqueror* are the best tools for adding, removing, or organizing files, music, pictures, and movies to the Shared Folders on your storage device.

During the setup process, Shared Folders named **public** and **Backups** are created on your storage device and are automatically connected to your local computer, where they can be accessed using a file manager.

The following are the supported Intel[®] Entry Storage System SS4200-E features:

Table 1. Storage Feature List (Sheet 1 of 2)

Feature	Details
Connection	Wired ethernet
Ethernet port	1 Gbit Ethernet port
USB ports	Four USB 2.0 ports
Number of clients supported	Unlimited
Client backup support	Microsoft Windows*, Apple Macintosh*
Client access	Microsoft Windows, Mac, Linux
User interface	Browser-based user interface, low touch setup, automatic configuration
Browsers	Compatible with: Microsoft Windows Internet Explorer*, FireFox*, Opera*, Konqueror*, Wii, Microsoft Windows Mobile Internet Explorer*, PSP, Nokia* N800, Safari*
SSL for browser-based interface	Self Generated Certificate, 128-bit encryption key
Auto-update service	Firmware support
Integrated backup software	EMC Retrospect for Microsoft Windows* and Apple Macintosh*
Media services supported	uPnP AV/DNLA, Xbox 360, PS3, iTunes, FrontRow, Roku, PSP
Built-in content indexing	Yes
Peripheral support	USB 2.0, eSATA, digital cameras, iPods
Active Directory support	AD Member Server, Single Sign-On, Authentication by Domain Controller, Automatic Private Share Creation, Automatic Time Synchronization with Domain Controller
Administrator access	Multiple simultaneous administrator users accounts
Protection level	No-touch automatic RAID 5, RAID 1/0, and 2-drive RAID 1
Power management	Remotely shut down and restart storage device UPS support
Power savings	Drive spin-down capabilities for power-saving mode

Table 1. Storage Feature List (Sheet 2 of 2)

Feature	Details
Supported services	Picture Transfer Protocol (PTP), File Transfer Protocol (FTP), Simple Network Management Protocol (SNMP), Simple Mail Transfer Protocol (SMTP), Microsoft Windows* File Sharing (CIFS)
Email events	Yes
Physical device monitoring, error notification	Email notification
Support for storage enclosure services (environmental)	CPU temperature monitoring, fan status, disk status, voltage monitoring
Localization	Language support for English, Spanish, Portuguese, French, Italian, Japanese, Korean, Simple Chinese, Traditional Chinese, German, and Russian; Support for all time zones

New Features and Changes

Intel® Entry Storage System SS4200-E Storage Manager V1.1 contains the following new features:

Linux-specific Intel® Entry Storage System SS4200-E Storage Manager Software

There is now a Linux version of the Intel® Entry Storage System SS4200-E Storage Manager so that users on Linux systems can take full advantage of the Intel® Entry Storage System SS4200-E feature set.

Enhanced Active Directory and Workgroup Support

The Intel® Entry Storage System SS4200-E Storage Manager allows you to configure Microsoft Windows* File Sharing for Workgroup or Active Directory mode. In Workgroup mode, the administrator uses the Intel® Entry Storage System SS4200-E Storage Manager to create users and to manage access to Shared Folders. In addition, an administrator can now create groups to simplify setting access rights for users.

When Active Directory mode is enabled, an existing Active Directory user organization is incorporated into the Intel® Entry Storage System SS4200-E device. An administrator can grant your existing Active Directory users and groups access rights to Shared Folders on the Intel® Entry Storage System SS4200-E device. Active Directory support is tightly integrated, allowing you to add users and groups to the Intel® Entry Storage System SS4200-E device from your Active Directory Domain and to refresh your view of your Domain Controller list on the Intel® Entry Storage System SS4200-E device.

Note: *Due to the difference between Active Directory mode in Intel® Entry Storage System SS4200-E Storage Manager V1.0.x and V1.1, any existing Active Directory users that were added to the device using V1.0.x will have to be added to the device again and the administrator will have to reset their Shared Folder permissions.*

Viewing videos or listening to music over my network

The Intel® Entry Storage System SS4200-E device contains a built-in media server that turns your storage device into the hub of your entertainment center.

When enabled, the media server on your Intel® Entry Storage System SS4200-E device automatically scans for media content in specific Shared Folders. Storing media files on the Intel® Entry Storage System SS4200-E device instead of on your local computer

makes it possible to listen, view, and access media content from any UPnP (Universal Plug and Play) device on your network, such as Microsoft Xbox*, Apple iTunes*, or Nintendo Wii*.

Managing Video Surveillance Cameras

Protecting your home or business has never been easier than with the Intel® Entry Storage System SS4200-E device video surveillance feature.

As soon as one or more Axis universal plug-and-play (UPnP) network video cameras are connected to your network, the Intel® Entry Storage System SS4200-E device will automatically detect them. Status and management tools allow you to save video recordings to a designated location. From the Intel® Entry Storage System SS4200-E Storage Manager, you can manage where your video recordings are saved, start or stop recording, and set recording schedules.

Drive Spin-down

To save energy when your Intel® Entry Storage System SS4200-E device is not in use, you can configure the power management settings. Power-saving settings allow you to control how much idle time should pass before automatically shutting down the drives. In addition, any connected UPS (Uninterrupted Power Supply) devices are listed.

Support for Uploading Files using Bluetooth*

With the use of a USB Bluetooth* adapter, Intel® Entry Storage System SS4200-E users can upload files from a Bluetooth*-enabled device to a pre-configured directory. In addition, you can password protect the Bluetooth*upload directory. To enable Bluetooth*, navigate to the Settings tab and click **Network Services >Bluetooth**.

Administrator Accessible Event Log

The Event Log page displays only the 1000 most recent events logged to the EMC Storage device, but you can download a complete event log in comma-separated format. To access the Event Log page, navigate to the **Settings** tab and click **Event Log**.

Added Support for NFS

Intel® Entry Storage System SS4200-E device adds support for NFS (Network File System). NFS allows remote hosts to mount file systems over a network and to interact with them as though they were mounted locally. NFS provides another protocol for

sharing storage data with Linux hosts. To enable NFS, navigate to the **Settings** tab, click **Network Services > NFS**, and select the **Enable NFS** checkbox. When NFS is enabled, you can configure rules for host-based access to the Shared Folder.

Fixed Problems

The following issues have been fixed in Intel® Entry Storage System SS4200-E V1.1:

Table 2. Fixed Issues Intel® Entry Storage System SS4200-E V1.1

Description
If a USB drive running NTFS is connected to the EMC Storage, the content of that drive will be read-only. The Intel® Entry Storage System SS4200-E device only supports one partition for USB disk drives and eSATA disk drives.
The current user interface does not provide access to a running log of important system events.
For Shared Folders that are created with a Chinese character name, if a user attempts to use FTP to connect to the device, the Shared Folder name displayed is unreadable. When attempting to open the folder, an FTP folder error occurs.
1) The Intel® Entry Storage System SS4200-E does not currently support plug-and-play of external CD-ROM, DVD-ROM. 2) USB 1.1 thumb drives with the read-only lock in the locked configuration cannot be mounted to the Intel® Entry Storage System SS4200-E.
After an Intel® Entry Storage System SS4200-E has successfully joined an Active Directory domain, there is no way to list all available users in the directory.
The user interface does not provide a mechanism for manually updating and synchronizing with the Active Directory domain directory. Additionally there is no mechanism for specifying the interval for synchronization with the Active Directory domain controller.
The management software does not allow the creation of groups and assigning them permissions.
The current management software does not support NFS.
If you manually map any network drive named Backups in Microsoft Windows, it will appear as a usable backup set in Retrospect. This is an invalid backup set and should not appear in the list.
After an external USB device is plugged into the Intel® Entry Storage System SS4200-E a Shared Folder is created that can be viewed in the management interface under Settings >Shared Folders. Clicking the pencil icon shows the name of the device but the name cannot be altered.
Attaching a USB hub with more than one USB device attached to the Intel® Entry Storage System SS4200-E may result in one or more of the devices not being properly recognized.
Intel® Entry Storage System SS4200-E storage device whose names are more than 16 characters can't join Active Directory due to a limitation of the NetBIOS protocol. Now, if the device name is longer than 16 characters, we display an error.
In Active Directory mode, the administrator can't delete his secured Shared Folder, thus not all folders can be deleted, and therefore the user is unable to make changes to the RAID configuration.
Retrospect's automatic update feature is not supported on clients running Mac operating systems.

Description
Backups performed from a Mac will not be displayed in the Intel® Entry Storage System SS4200-E Storage Manager Backup status page.
If the client software is uninstalled after one, or more, Intel® Entry Storage System SS4200-E devices have been installed and configured on the local network, the list that is maintained by the client of available Intel® Entry Storage System SS4200-E devices is not deleted appropriately. If the client software is subsequently reinstalled it will show all Intel® Entry Storage System SS4200-E devices previously detected, even if one, or more, have been removed from the network.
A second user cannot connect a Shared Folder from the same computer even after all the mapped folders are disconnected by the first user.
The Backup Now option from the Intel® Entry Storage System SS4200-E device Settings> Backups page does not display the correct state.
Language should use default if only one language is specified; however, Safari always uses English.
CPU temperature inaccuracy due to an issue with the hardware driver.
System Health page reflects a Faulted state when performing the RAID preparation while the Dashboard reports a Degraded state. They both now report degraded.
Unable to play videos from Mac Leopard OSX Front Row.
Unable to force rebuild of media database going to Settings >Media Server and disabling and then re-enabling it.
No log rotate mechanism provided in /var/log/access.log.
The message type 'yes' is not localized in interface.
Improper translation for Home Page in Simplified Chinese.
The translation for active is not appropriate.
The times of media files are not correct.
Connected Shared Folders are disconnected after rebooting a Microsoft Windows* client.
Intel® Entry Storage System SS4200-E Manager client cannot setup the device when the Microsoft Windows username is in Chinese.
LED color description in the Hardware Installation guide is incorrect in Chinese.
If an invalid email address is used when setting the Sender Email Address the error message reads "Invalid Destination Email Address". It should read "Invalid Sender Email Address."
When an abnormal condition is detected, the system status LED does not change color to amber to reflect the abnormal condition.
Under a heavy load, a memory leak causes the system to run out of memory and not respond to any services.
System shows time one hour ahead independent of the time zone selected.
When the Intel® Entry Storage System SS4200-E is booted with no drives, it will incorrectly set itself to default to 4 disk RAID-5.
Language description for Traditional Chinese is incorrect.

Environment and System Requirements

The Intel® Entry Storage System SS4200-E Storage Manager software has the following system requirements:

Supported Operating Systems

Microsoft Windows

- Microsoft Windows XP* Professional SP2
- Microsoft Windows XP* Home SP2
- Microsoft Windows Vista* Home Basic
- Microsoft Windows Vista* Ultimate
- Microsoft Windows Vista* Home Premium
- Microsoft Windows 2003* Small Business Server R2
- Microsoft Windows 2000* Professional SP4

Apple* Macintosh

- Apple* Mac OS X V10.4.10
- Apple* Mac OS X V10.5.3

Linux

- Ubuntu* 7.10
- Fedora* 8, Fedora* 7, Fedora* Core 6/5
- Red Hat* Enterprise Linux 5 Desktop/Workstation
- Red Hat* Enterprise Linux 4 Desktop/Workstation
- OpenSUSE* 10.3
- Debian* 4

Supported browsers

- Mozilla* Firefox V1.x, V2.x, or higher
- Microsoft Internet Explorer* V7.x, or higher
- Apple* Safari V2.0.4 or higher

Video Surveillance Requirements

Video surveillance supports UPnP network cameras by AXIS.

Install VLC player

The Intel® Entry Storage System SS4200-E video surveillance movies are encoded as MPEG-4, a format that is incompatible with supplied video players on Microsoft Windows, Mac, and Linux.

To view the output videos from the Video Surveillance feature, you must install a VLC player. VLC players are free and available from a variety of sources on the internet. VLC is not necessary to view the live video from a camera.

Required Camera Settings

Prior to using your AXIS camera with the Intel® Entry Storage System SS4200-E device Video Surveillance feature, you must perform the following tasks:

1. Connect the camera to your network using an ethernet cable.
2. Using the camera configuration software, set the username and password, configure the Resolution to 640 X 480, and configure the Frame Rate to 15.
3. Log into you Intel® Entry Storage System SS4200-E Storage Manager and access **Video Surveillance** from **Settings >Media Services**. Click  to modify the username and password used by the Intel® Entry Storage System SS4200-E device to match the camera's settings (step 2), make any other settings changes, and click **Apply**.

Supported Cameras

The Intel® Entry Storage System SS4200-E supports any digital camera with a USB connection that supports Picture Transfer Protocol (PTP). Consult your camera's documentation for details.

Known Problems and Limitations

This section provides information on specific known issues affecting the Intel[®] Entry Storage System SS4200-E device:

- Configuration Issues
- User Interface: Certificate Issues
- User Interface: File Issues
- User Interface: Media Issues
- User Interface: Group Issues
- User Interface: Display Issues
- Branding and Localization Issues
- EMC Retrospect[®] Backup and Restore Issues
- USB Issues
- Macintosh*-specific Issues
- Microsoft Windows*-specific Issues
- Linux-specific Issues
- Compatibility Issues

Configuration Issues

When a firewall is configured, cannot discover Intel[®] Entry Storage System SS4200-E device

Description: The Intel[®] Entry Storage System SS4200-E cannot be discovered using the Intel[®] Entry Storage System SS4200-E Storage Manager, possibly due to a firewall configuration.

Affected SW Releases: Release 1.1.

Workaround: When you fail to find a Intel[®] Entry Storage System SS4200-E on the network using the Intel[®] Entry Storage System SS4200-E Storage Manager, it is recommended that you check whether Intel[®] Entry Storage System SS4200-E Storage Manager software is being blocked by an existing firewall. If you have a firewall and during the Intel[®] Entry Storage System SS4200-E device setup the firewall opens a dialog presenting access options, you must choose Allow access. As a workaround, if the firewall can be configured to allow access to specific applications or ports, it is recommended to configure a rule that allows access on local UDP port 2152 for the whole application.

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

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

Affected SW Releases: Release 1.x.

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

Intel® Entry Storage System SS4200-E device cannot display Active Directory user or group names with non-ASCII characters

Description: The Intel® Entry Storage System SS4200-E device cannot display Active Directory user or group names with non-ASCII characters, such as names with Chinese characters.

Affected SW Releases: Release 1.1.

Workaround: None.

Microsoft Windows* credential error when connecting (mapping) Shared Folders

Description: A Microsoft Windows* credential error can display after connecting to (mapping) a Shared Folder on the Intel® Entry Storage System SS4200-E device.

Affected SW Releases: Release 1.x.

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

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

Description: The Intel® Entry Storage System SS4200-E cannot be placed behind a router's DMZ mode. Only Intel® Entry Storage System SS4200-E devices on a subnet can be properly discovered.

Affected SW Releases: Release 1.x.

Workaround: None.

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

Description: Changing the data protection scheme from parity to mirror and then back to parity during the file system preparation process will produce endless error messages about 4 disks needing to be overwritten. When a positive response is given to do so, the error message repeats.

Affected SW Releases: Release 1.x.

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

Using hostnames to specify NFS rules fails

Description: Attempting to specify a hostname to set NFS rules fails.

Affected SW Releases: Release 1.1.

Workaround: It is recommended that you specify the host's IP address instead.

Creating more than 32,768 directories causes monitoring issues

Description: Creating a large directory structure (more than 32,768 directories) in any Shared Folder, the Intel® Entry Storage System SS4200-E Storage Manager software is unable to monitor changes in all directories in that particular Shared Folder. This may cause the following issues:

- Media files copied to the media directory may not get automatically scanned and therefore might not appear on network media players. In this case, you can manually invoke the scan through the Media Services page.
- The space used by the Shared Folder may not be accurate if files are copied to an unwatched directory. Disk usage statistics for a Shared Folder will be updated correctly when a monitored directory in that Shared Folder is modified.
- Content-based searching may also be affected. Searchable files copied to specific directories might not be indexed. Changing any of the directories above it in the hierarchy will trigger the indexing.

Affected SW Releases: Release 1.1.

Workaround: None.

Directory path depth and filename size limitations

Description: The absolute path to a directory within a Shared Folder cannot be greater than 1024 bytes and the filename component cannot be greater than 256 bytes.

Affected SW Releases: Release 1.1.

Workaround: A fix is planned for a future release.

User Interface: Certificate Issues

Device Setup: Certificate Error on Internet Explorer 6 and 7

Description: If the Intel[®] Entry Storage System SS4200-E Storage Manager is accessed directly through a Microsoft Windows Internet Explorer* 6 or 7 browser using IP rather than through the Intel[®] Entry Storage System SS4200-E Storage Manager, a warning about certification error will display.

Affected SW Releases: Release 1.x.

Workaround: None; this error can safely be ignored as it is due to the HTTPS security access required by the Intel[®] Entry Storage System SS4200-E.

Firefox 3.0 displays a confusing error message when accessing the Intel[®] Entry Storage System SS4200-E Storage Manager

Description: When using FireFox 3.0 to access the Intel[®] Entry Storage System SS4200-E device, Firefox will display the message “Secure connection failed. The certificate is not trusted because it is self-signed”.

Affected SW Release: Release 1.1.

Workaround: Use the following steps to add an exception for our self-signed certificate:

1. Click **Or you can add an exception....**
2. Click **Add Exception.**
3. In the dialog, select **Get certificate** and click **Confirm Security Exception.**

User Interface: File Issues

A maximum of 3000 files can be displayed in the Intel® Entry Storage System SS4200-E Storage Manager Interface

Description: The Intel® Entry Storage System SS4200-E Storage Manager can only display up to 3,000 files.

Affected SW Releases: Release 1.x.

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

Cannot upload files containing long Chinese filenames

Description: Cannot upload files containing long Chinese filenames.

Affected SW Releases: Release 1.x.

Workaround: This is a file system limitation that filenames cannot exceed 246 bytes. Chinese characters are UTF-8, which contain 3 bytes for each character. Therefore, Chinese filenames cannot exceed 82 words.

File 'Upload' limitation

Description: Due to a limitation of HTTP, the Intel® Entry Storage System SS4200-E Storage Manager's Upload feature cannot support uploads or downloads of files larger than 2GB.

Affected SW Releases: Release 1.x.

Workaround: For files 2GB or greater, use the file manager feature of the operating system, for example, Microsoft Windows Explorer*.

User Interface: Media Issues

No indication of file transfer complete in Picture Transfer Protocol

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

Affected SW Releases: Release 1.x.

Workaround: None.

Pictures are deleted from camera, but not copied to Intel® Entry Storage System SS4200-E device due to low space

Description: If you attempt to transfer pictures from your digital camera to the Intel® Entry Storage System SS4200-E device and have **Remove Copied Pictures From Camera** selected, you may lose pictures if there is not enough space to copy all of the pictures on your camera.

Affected SW Releases: Release 1.1.

Workaround: Confirm you have enough free space prior to transferring pictures using PTP.

Pictures are not deleted from some cameras after transfer

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

Affected SW Releases: Release 1.x.

Workaround: None.

Transferring pictures via PTP fails when destination Shared Folder contains the '\$' character

Description: Pictures are not properly transferred when the destination Shared Folder name contains a '\$' character.

Affected SW Releases: Release 1.1.

Workaround: Removing the '\$' from the Shared Folder name or setting a different destination Shared Folder, resolves the issue.

Chinese media name does not display in iTunes

Description: The Intel® Entry Storage System SS4200-E Media Server does not support the Chinese ID3 tag encoding with non-unicode formatting.

Affected SW Releases: Release 1.x.

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

Wireless video surveillance camera is not detected

Description: After connecting an Axis wireless UPnP camera to my network, the camera can be seen through the camera's configuration software, but the Intel® Entry Storage System SS4200-E Storage Manager returns, "No supported cameras can be found".

Affected SW Releases: Release 1.1.

Workaround: At this time, only wired Axis UPnP cameras can be reliably supported.

Video surveillance scheduler returns an error

Description: Attempting to set the Video Surveillance scheduler stop time earlier than the start time (for example, a start time of 5PM and a stop time of 3AM) displays an error.

Affected SW Releases: Release 1.1.

Workaround: To avoid this issue, set the start time earlier than the stop time.

User Interface: Group Issues

When modifying a Shared Folder, reducing a group's access rights does not reduce the member's rights

Description: When groups are enabled, the modify Shared Folder wizard displays a combined list of both users and groups when setting access information. When attempting to reduce the access for a member's group in the modify Shared Folder wizard, the user's access is not reduced in accordance. If you click Apply without changing the user's access rights, the user will be granted special access beyond what the group provides.

For example, assume that a group is created, assigned access rights to Shared Folders, and the users that are added to that group inherit their Shared Folder access rights from the group. In this situation, reducing the access rights for the group through the modify Shared Folder wizard would not properly reduce the access rights for the individual users in the group; instead, each individual user would maintain the original, higher access rights.

Affected SW Releases: Release 1.1.

Workaround: As a workaround, you can successfully reduce a group's access rights to secured Shared Folders from the **Settings >Groups** page.

User Interface: Display Issues

Browser interface flickers on Mozilla* FireFox 1.x

Description: When using Mozilla FireFox version 1.x browsers, self-updating screens, such as the Dashboard, may flicker briefly when the page updates itself. This does not occur on Mozilla FireFox version 2.0 or later.

Affected SW Releases: Release 1.x.

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

Branding and Localization Issues

Localization support

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

Affected SW Releases: Release 1.x.

Workaround: None

EMC Retrospect® Backup and Restore Issues

Retrospect running in the task bar will block drive spin-down

Description: Retrospect running in the task bar will block drive spin-down from occurring.

Affected SW Releases: Release 1.1.

Workaround: Closing the Retrospect application (right-click the red Retrospect icon in the system tray and select Exit) will resolve this issue.

Retrospect full system restore fails occasionally on Microsoft Windows Vista*

Description: After backing up an entire Microsoft Windows Vista* computer using Retrospect, the hard drive is replaced and a clean version of Microsoft Windows Vista* and Intel® Entry Storage System SS4200-E Storage Manager with Retrospect is installed. Then, an attempt is made to restore the entire system using Retrospect, which results in an error stating that Retrospect could not copy particular files.

Affected SW Releases: Release 1.x.

Workaround: As a workaround, attempting to restore all data files (avoiding any Microsoft Windows Vista* system files) may resolve the issue. A fix is planned for a future release.

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

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

Affected SW Releases: Release 1.x.

Workaround: Login to the Intel® Entry Storage System SS4200-E Storage Manager after rebooting and perform a manual backup by clicking Backup Now from the Backup page.

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

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

Affected SW Releases: Release 1.x.

Workaround: None.

Macintosh* version allows other backup devices than the Intel® Entry Storage System SS4200-E device

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

Affected SW Release: 1.x.

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

Retrospect Express HD is not supported on Microsoft Windows* Server operating systems

Description: Retrospect Express HD is not supported on Microsoft Window* Server operating systems (Microsoft Windows Server 2003*, and Microsoft Windows Server 2000*).

Affected SW Releases: Release 1.x.

Workaround: None.

Retrospect backup hangs if network connection to the Intel® Entry Storage System SS4200-E device is lost

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

Affected SW Releases: Release 1.x.

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

'Backup Now' displays improper information

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

Affected SW Releases: Release 1.x.

Workaround: None.

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

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

Affected SW Releases: Release 1.x.

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

USB Issues

Cannot recognize unpartitioned or unformatted external storage drives

Description: The Intel® Entry Storage System SS4200-E device only supports partitioned and formatted external storage drives.

Affected SW Releases: Release 1.x.

Workaround: None.

exFAT (FAT64) file systems are not supported

Description: The Intel® Entry Storage System SS4200-E device does not support external storage devices formatted as exFAT (FAT64).

Affected SW Releases: Release 1.1.

Workaround: None.

Macintosh*-specific Issues

Cannot display more than 300 domain group or user entries on Safari*

Description: This is a Safari* specific problem on Macintosh* whereby it cannot display more than 300 domain group or user entries in the Intel® Entry Storage System SS4200-E Storage Manager when in Active Directory mode. In addition, in workgroup mode, the Intel® Entry Storage System SS4200-E Storage Manager cannot display more than 300 directories created in Shared Folders.

Affected SW Releases: Release 1.1.

Workaround: Using an alternate browser, such as Mozilla FireFox, will resolve this issue.

Unable to discover Intel® Entry Storage System SS4200-E device due to firewall settings

Description: Unable to discover Intel® Entry Storage System SS4200-E device due to firewall settings.

Affected SW Releases: Release 1.x.

Workaround: On MAC OS X Leopard, there are three options in Security >Firewall:

- Accept all incoming connections
- Allow only essential services
- Set access for specific services and applications

To allow the Intel® Entry Storage System SS4200-E Manger client software to properly discover the Intel® Entry Storage System SS4200-E device, you must set your firewall setting to accept all incoming connections.

Unable to connect Backups Shared Folder

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

Affected SW Releases: Release 1.x.

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

Filenames cannot contain '?', ';', or '*'

Description: Mac files containing a '?', ';', or '*' in the filename cannot be uploaded from a Mac to the Intel® Entry Storage System SS4200-E device.

Affected SW Releases: Release 1.x.

Workaround: It is recommended that you remove these characters from filenames when possible.

Backup set unavailable if mapped Shared Folder is disconnected

Description: From a Mac computer, if the connected Backups Shared Folder is disconnected, the Retrospect backup set is unavailable. The backup set file can be found on your Intel® Entry Storage System SS4200-E in a location such as:

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

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

Affected SW Releases: Release 1.x.

Workaround: To perform backups or restores, you must manually reconnect to the Intel® Entry Storage System SS4200-E.

Safari* browser date

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

Affected SW Releases: Release 1.x.

Workaround: None.

Safari* issue with reporting language region

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

Affected SW Releases: Release 1.x.

Workaround: None.

Interface appears to hang after changing from DHCP to static IP

Description: When using Safari 2.0 browser on a Mac system, the Intel® Entry Storage System SS4200-E Storage Manager interface appears to hang after changing from DHCP to static IP.

Affected SW Releases: Release 1.x.

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

Cannot uninstall an existing V1.0 installation cleanly prior to installing V1.1

Description: On rare occasions on Mac systems, the Intel® Entry Storage System SS4200-E Storage Manager V1.0 cannot be cleanly uninstalled.

Affected SW Releases: Release 1.1.

Workaround: When this issue occurs, use the following steps to clean up the registry:

1. Go to `/Library/Preferences` and remove the file `.com.zerog.registry.xml`.
2. Reinstall the Intel® Entry Storage System SS4200-E Storage Manager V1.0 software, and then the uninstaller should work correctly.

Microsoft Windows*-specific Issues

When opening the Intel® Entry Storage System SS4200-E Storage Manager with FireFox* an error message pops up

Description: This is a known Microsoft Windows* issue. On some Microsoft Windows* systems, when FireFox* is the default browser and is not already running, when you launch it by opening an Internet shortcut, a local HTML file, or a link in another application, two instances of Firefox may open or Firefox opens along with an error dialog, Windows cannot find "<URL or path to file>". Make sure you typed the name correctly, and then try again. To search for a file, click the Start button, and then click Search.

Affected SW Releases: Release 1.1.

Workaround: To resolve this issue, you can manually edit the registry as follows:

1. Click Start >Run.
2. Type `regedit` in the textbox and click OK.
3. Navigate to `HKEY_CLASSES_ROOT\HTTP\shell\open\ddeexec`
4. Delete the `ddeexec` registry key.
5. Repeat for `HKEY_CLASSES_ROOT\HTTPS\shell\open\ddeexec`.
6. Repeat for `HKEY_CLASSES_ROOT\FirefoxURL\shell\open\ddeexec`.
7. Repeat for `HKEY_CLASSES_ROOT\FirefoxHTML\shell\open\ddeexec`.

Blue screen encountered when installing Intel® Entry Storage System SS4200-E Storage Manager client software

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

Affected SW Releases: Release 1.x.

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

Chinese name folder cannot be mapped properly in Microsoft Windows Server 2000* and 2003*

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

Affected SW Releases: Release 1.x.

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

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

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

Affected SW Releases: Release 1.x.

Workaround: None.

Microsoft Windows* displays an error after Firefox* browser session

Description: If the Mozilla* Firefox browser improperly shuts down when the Intel® Entry Storage System SS4200-E is started in the Firefox browser, the browser will query the user to restore a session. Microsoft Windows* will then display a “page cannot be found” error message even though the page is correctly loaded.

Affected SW Releases: Release 1.x.

Workaround: This error can safely be ignored.

has successfully joined an Active Directory domain there is no way to list all available users in the directory.

Affected SW Releases: Release 1.0.

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

Internet Explorer 7 presents user with security risk warning

Description: If a user opens a connection to a Intel® Entry Storage System SS4200-E with Internet Explorer 7 they are presented with a security warning to not trust the website.

Affected SW Release: Release 1.x.

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

Device name not supported in Add Device feature

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

Affected SW Releases: Release 1.x.

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

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

Linux-specific Issues

A gateway address must be entered for auto-discovery to function

Description: When using the Linux client, in a static network environment, if only a static address and subnet mask are configured and not a gateway address, the Linux client could not see the attached storage devices in the subnetwork.

Affected SW Releases: Release 1.1.

Workaround: None.

Linux install cannot display Chinese, Japanese, or Korean fonts

Description: Using `media:\\...` to launch the installation launches KWrite to open the executable file.

Affected SW Releases: Release 1.1.

Workaround: It is recommended that you launch the installer by using a Linux path, such as `as/media/...`

Fedora* 8 KDE: Install launches KWrite

Description: The Linux install displays Asian fonts as black squares. This is because Sun's JRE does not currently support Asian fonts in some Linux platforms.

Affected SW Releases: Release 1.1.

Workaround: None.

Shared Folders are not disconnected when "Disconnect Shared Folders" is checked during uninstall

Description: During the uninstall, if "Disconnect Shared Folders" is checked, the connected Shared Folders on the desktop (GNOME) or in system:remote (KDE) are not always removed.

Affected SW Releases: Release 1.1.

Workaround: These Shared Folders can be manually removed.

Linux Intel® Entry Storage System SS4200-E Storage Manager discovery issue on a dual NIC client, only one gets a DHCP lease

Description: On Linux systems with two or more NICs connecting to different subnets, root users can find all the devices in all the subnets using the Intel® Entry Storage System SS4200-E Storage Manager. However, non-root users can only find the devices in the subnet of default gateway.

Affected SW Releases: Release 1.1.

Workaround: None.

Compatibility Issues

Playback of videos larger than 2 GBs not supported

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

Affected SW Releases: Release 1.x.

Workaround: A fix is planned for a future release.

Technical Notes

HDD Hot Plug Unsupported

Intel® Entry Storage System SS4200-E does not support hot plugging of the hard disk drives. Adding or replacing of hard disk drives must be completed only when the storage system has been fully powered down and power removed from the storage system by unplugging its power cord from the AC power source.

FTP Access Disabled in Active Directory Mode

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

Support for Picture Transfer Protocol (PTP) Limited to One Camera

The Intel® Entry Storage System SS4200-E supports PTP; however it supports only using one USB-connected camera at any given time. The Intel® Entry Storage System SS4200-E does not support the simultaneous connection of multiple cameras via the USB interface.

Resetting Intel® Entry Storage System SS4200-E to Factory Defaults

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

1. Power on the system, wait until it completes the startup sequence — all front panel LEDs stop blinking.
2. Press and hold the rear panel reset button until the front panel power button begins to blink (approximately 5 seconds). At this point, the system resets certain settings (such as resetting the admin password, reverts to DHCP mode and resets the system name) and then restarts automatically. Once the system restart completes, the Intel® Entry Storage System SS4200-E Storage Manager can discover it, and the user can reinitialize to the new environment.

Note: Do not manually reboot the device after pressing the reset button. Allow the device to restart automatically, which may take a few minutes. 4004

RAID1 Shows 3 LED Lights as Amber

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

Disks with Mixed RAID Configuration Reported Incorrectly

In a RAID5 configuration, if you replace a disk from a 2-drive device with a disk that contains data, the system reports that the device is unavailable, rather than degraded. It is recommended that you insert only disks that do not contain any data.

Dump File cannot be Collected if the Disks are not Configured

If the Intel® Entry Storage System SS4200-E system encounters a problem before disk initialization has completed the configuration process, a dump file cannot be generated. Debugging the problem will be extremely limited since the dump file is required for analysis.

No Email Alert Sent when USB Devices Filled to Capacity

When there are four USB disks connected to the Intel® Entry Storage System SS4200-E and all four are filled to capacity, an email alert will not be sent to the user warning that the USB drives are at capacity.

Linux Firewalls must be Configured to Accept Input Connections on Port 2152

On Linux systems with a firewall, the firewall must be configured to accept input connections on port 2152.

Documentation

In addition to these release notes, the Intel® Entry Storage System SS4200-E device provides quick help on each page of the user interface. The following help icon at the top of each page provides access more detailed help:



Installation

Refer to the *Intel® Entry Storage System SS4200-E Quick Start User's Guide*, available from Intel's support website at <http://www.intel.com/support/motherboards/server/ss4200-e/index.htm>, for detailed installation instructions.

Table 3. Installation Files

Installation File	Operating System	Description	Version
Intel_Entry_Storage_System-mac-1.1.11.32736.zip	For Mac OS	Intel® Entry Storage System SS4200-E Storage Manager: (management GUI and backup software)	1.1.11.32736
Intel_Entry_Storage_System-win-cdrom-v1.1.11.32736.zip	For Microsoft Windows*	Intel® Entry Storage System SS4200-E Storage Manager: (management GUI and backup software)	1.1.11.32736
Intel_Entry_Storage_System--linux-1.1.11.32736.zip	For Linux	Intel® Entry Storage System SS4200-E Storage Manager: (management GUI and backup software)	1.1.11.32736
EMCNTG-1.1.11.32736.tgz	Firmware	NAS operating system software	1.1.11.32736

Troubleshooting and Getting Help

Contact your Intel® Entry Storage System SS4200-E representative for more information.