Platform Release Notes

System Requirements

Workstation Requirements

Workstations must be running:

Mac OSX 10.14 through 10.12. Prior OSX versions may operate but are not tested or supported by ProMAX on this version. Apple Safari and Google Chrome are the only browsers supported.

Windows Windows 10, Windows 8 or Windows 8.1, Windows 7 (Service Pack 1 + KB3033929. Each version must be 64-bit OS; 32 bit is not supported. Google Chrome is the only browsers supported.

Installation

NOTE: During this installation, your Platform Server may reboot to install .Net 4.7. You must insure that all tasks are stopped and all users are disconnected from the system before running this update. Also, please make sure that all USB devices are removed before rebooting.

This update version has made substantial improvements to overall system performance and stability. With this release we have suppressed the performance screens, they will be added back in a subsequent release. We have also re-enabled the thumbnails when indexing platform spaces and writing files to tape.

Improvements / Fixes

The following changes have been made to the Platform product after release V5.6.0.30.

add 'Available' column to Platform Space Screen
Task Screen not persisting Items per page pull down
Listener on Workstations is slow to return Storage Groups and Platform Spaces when working with a large amount of Platform Spaces
Copying a storage group to a folder in another storage group generates a mirror message warning
Users can turn on Dedupe on external volumes (Including Apple Volumes)
Importing 60 Users with Platform Space creation slows the system down
UI check sum being set to true even when not selected
automount available platform spaces "global switch" in the admin settings screen is workstation specific.
Adobe Panels 2020 not working
Server 2019 app Pools Not starting after reboot
Differential Backup Schedule not starting at expected time
Task Service Memory Leak
Order by error on metadata
Search Screen: Searching by date is not returning correct results for backup or archives, or any other data management.
Move Space to different SG fails
Indexing hangs up on Thumbnail generation
Permissions on NFS spaces only apply during Platform Space Resets on windows clients.
All NFS spaces are visible to all users whether they have permissions to that space or not.
Fix RAID 50 Support
Storage Group Import Platform Spaces function fails
Mac and PC Listener hang up after update, cannot connect to Platform
When Searching for a Platform Space on Tape, the restore option is not displaying
Update Service Fails to Reinit after update
When changing the admin account, and the old accountID is 1, error's are displayed

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| Version Is not displaying in the footer |
| When Using the Web Update, the update takes a significant amount of time to complete |
| When running a web update from 5.7.0.5 the server name is being display in it's JSON Form |
| Error in TOC Processing |
| Error when Backup a Storage Group on another Node |
| If 1 Platform space has bad permissions, system will not initialize and goes into a down state |
| Error Renaming Platform Space |
| Backup and Archives, Total Operations Count is changing as the job progresses, give the wrong information in the progress indicater |
| Cannot Initialize Listener when UnLicensed, and no config file |
| Mac Listener: Stack Trace on Login |
| Platform Space Reset with NFS error |
| Storage Group Reset with NFS throwing Error |
| Storage Group Mirror, JS error when no platform Space is selected |
| Unable to Apply Metadata rules |
| Fix Error in Toc Processing, object reference error |
| Reordering Metadata fields deleted all metadata fields previously in system |
| All Mov DNx Encoders output DNxHD 240M 50p |
| Allow Recurring Task Without Explicit Day |
| Check Server OS Check Standard / Essentials |
| Modal window on Recovery of A Suspect Tape, will not schedule tasks because Platform Space is not selected |
| Copy Storage Group Not copy to Platform Space, copying to Root Of Storage Group |
| Enable Dedupe and Snapshots for Storage Group's With Capacity Under 64 TB |
| Add Option to rename illegal paths in Platform Space Reset, Include Storage Group Reset |
| Add List of Missing Files to Toc Analysis |
| Add Percentage Complete in Toc Analysis Summary |
| Fix Fiber Channel Tape Library Display Name |
| Cache-a Tar Header Names Should Be Recalculated |
| Any Path With ".." Should Be Considered an Illegal Path |

When Selecting Platform Spaces from the Search Screen for backup or Archive, schedule as individual jobs
TOC Processing in Batch
Persist Deduplication Enabled on Storage Group
Proxies are generating side ways
Restarting Generate Proxies on Tape Job Never Completed
Create Optimization, Scrubbing, and GarbageCollection Task
Create Dedup Task
File Watcher: After extended period of time, the file watcher stops responding to events
Show Rename Illegal Paths Flag in Backup Log
Renaming Illegal Path Is Failing Incorrectly
Unable to Use Move Function in Search Screen
Don't Fail Permission Application if User Fails
Tape Properties Doesn't Open in Tape Drive Grid of UI
Archive Raising Warning "Unexpected Requested Byte Count"
Some Platform Spaces Are Not Showing
Successful Archive Jobs Sometimes Fail to Delete Data from Disk
Fix Tape Error Invalid Field in CDB
More Robust Tar Formatting
Metadata Applied to folders propagates to children when unchecked
On Search Screen, On Lasso, automatically apply the checkbox
Flatten Export TOC Schema (combine files and folders)
Platform Licensing Module
Implement NFS For Platform Spaces
Changing existing Platform Space size fails unless value input into "Maximum Size" is an increment of .25
Cache-a Tar Header Showing Size 0
Stopping a Cloud backup does not stop the cloudberry upload
Pax Header Output Path Contains Illegal Characters
Multi-Span Restore Is Not Showing Warnings Properly

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| Cache-a Restoring With 0 Byte Files |
| Log Writer Clear Errors Index Out of Range |
| Parsing Pax Headers on Cache-A Tar |
| Add "Paused" Tape Drive Status |
| In Snapshot menu, Platform space field does not populate and remains blank when screen loads |
| In a Copy dialog, Scheduled time and Reoccurring task conflict and no task can be started |
| Multi-File metadata only applies to 1 file |
| Cannot Apply Metadata on a Folder, or multiple folders that have been archived |
| Print Overwrite Option in Log |
| UI Should Select Tape Drive When Restoring |
| RED Transcodes: When running on a system with No GPU, red transcoder is attempting to use GPU and failing |
| Generating Proxies with 1 proxy / transcode set, multiple tasks are starting |
| Creating Proxy Generation Summary for Generate Proxies on Platform Space |
| Generate Proxies Task to Platform Space Backup |
| Re-index Space when Regenerating Proxies |
| Cache-a Header/Footer Restore Bug |
| Add Nick Name to Tape Drive |
| On Tape Resume after full Tape, Status Indicator is not correct |
| Improve Cannot Connect Message when listener cannot initialize |
| Convert Default Transcoder from Intel Quick Sync to Cisco encoder |
| Add RAID 50 as a supported Areca RAID config. |
| Update Platform Space Date Modified |
| Recurring Tasks are not being scheduled correctly |
| Remove Nulls from Metadata Table |
| Exclude Recycle Bin from TOC Analysis |
| When a Platform space name had an ' in the name, the system would not be able to run resets or create quotas |
| File Watcher was not processing files and folders in the correct order, and was not correctly locating parent |
| Windows Indexing of storage groups was not always being turned off |

Storage Groups not showing as optimized when using a RAID 5/6/60
Update UI Platform Recache Interval to go from Seconds To Minuets
When Indexing Files, the indexing process is taking large amounts of RAM
When running a Storage Group Backup Across nodes, object reference error
NDI Beta
Sub Web Service Memory Leak
When running transcodes / proxy generation, the current file can hang up and never complete
Throw Warning when attempting to backup .pmx1, .pmx2, etc. files.
The file watcher process is not indexing file system metadata
Get SMTP Server working with Gmail / Office 365
Selected Files / Folders not restoring
Tape Search results in tree view sorting
Platform will now run on Windows 10
Update GPU Task Schedule to not stop after 3 days
Update Update Service Firewall Rule to include all ports on local and remote
Allow ordering of Metadata fields.

Updating your Platform to the Latest Release

The following describes the process for updating your Platform Server. If you wish to watch a video of the upgrade process, click the button below.
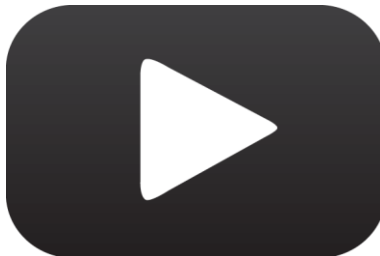
When a new Platform release is available, client workstations running the Platform listener will pop up with a message similar to the one below. This tells you that a new release is available. If you click on the message, a browser will open and you can log into the support system to see the details of the release.
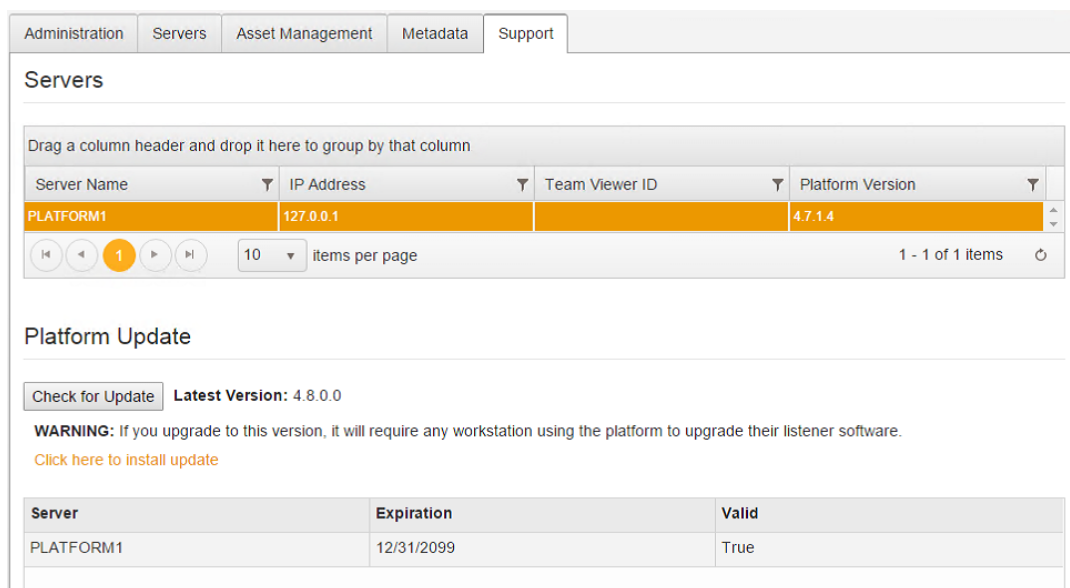
7
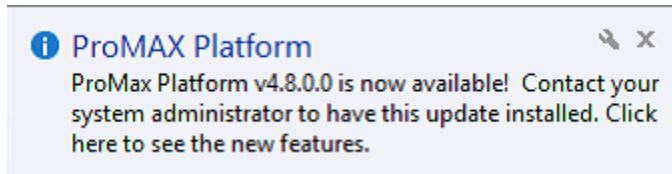
To update your server with the latest release, login to the system on any workstation as Admin. Navigate to the administration section using   the Administration menu in the upper right-hand corner of the screen.

Next, click on the support tab and click on the Check for Update button.

If you are eligible for the upgrade, you will see the upgrade listed in the grid below the 'Check for Update' button. Click on the 'Click here to install update' link. You can then enter your administrator password.

After you have done so, the system will begin downloading the update and upgrading your server.

When finished, you will need to log back into the system. The system may ask you to re-install the client listener on your workstation. If that is the case, every user that logs into the Platform will also be required to re-install the listener before they have access.

What if I don't have access to the upgrade?

If your ProCARE contract has expired, you will need to contact your reseller or ProMAX Systems in order to renew your maintenance agreement.