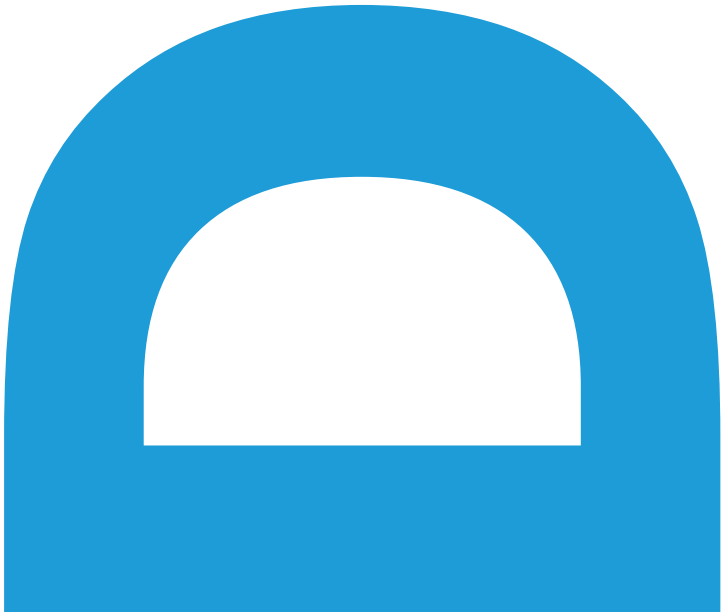
Tiger Technology



Tiger Bridge 5.2.1 Release Notes

23 October 2025

Title	Tiger Bridge Release Notes
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What's New in Tiger Bridge 5.2.1?

Archiving Improvements

Only Manual Retrieval of Archived Data by Default

To help prevent accidental or unintended retrieval of data from the cloud storage archive, and to avoid unnecessary retrieval costs, in version 5.2.1 offline files can be retrieved on the source only manually - through the shell extension or by using the command-line interface of Tiger Bridge.

You can change this default behavior and configure Tiger Bridge to:

- Retrieve offline files only if they reside on an instant-retrieval storage class or tier.
- Rehydrate files to allow their retrieval on demand.

For more information, refer to "Fine-tune Archiving" section of the Tiger Bridge Administration Guide.

Mapping Instant Retrieval Archives as a Cool Tier/Storage Class

With version 5.2.1, you can configure Tiger Bridge to map archive tiers or storage classes that support instant data retrieval without rehydration as cool instead of archival. This allows you to fine-tune your workflow in the following ways:

- On-demand retrieval of stub files from tiers or storage classes mapped as cool. In version 5.2.1 by default, retrieving stub files from the archival tier or storage class can only be performed manually by using the Tiger Bridge shell extension.
- Fine-grained tiering of managed data by first replicating data directly to an instant-retrieval archive mapped as cool, and then applying an Archive policy that moves the data to the deep archive of the target when specified conditions are met.

You can find details about enabling this new feature in the Tiger Bridge 5.2.1 Administration Guide.

Automatic Rehydration of Files Replicated Directly to Azure Archive

If you configure Tiger Bridge to replicate data directly to an archival tier of Microsoft Azure, any modification of a replicated source file requires the corresponding file on the target to be rehydrated before it can be overwritten. By default, files stored in the archive can be rehydrated only manually. This can hinder workflows where multiple source files are modified and need to be re-replicated to the archival tier of Azure.

Starting with version 5.2.1, you can change this default behavior and configure Tiger Bridge to automatically rehydrate archived files only when it receives a request to overwrite them on the target.

> **Note:** This setting applies only to overwrite operations and is not valid for on-demand access to offline files.

For details about configuring this option, refer to the "Fine-Tune Archiving" section of the Tiger Bridge Administration Guide.

Limiting the Use of Shell Extension Commands

To give you more control over manual data lifecycle operations, Tiger Bridge now lets you choose which shell extension commands are shown in the Windows Explorer context menu. During installation of version 5.2.1, you can configure whether to display all applicable commands or to hide some or all of them.

Accessing the Source in Windows Explorer through the Configuration

Starting with version 5.2.1, you can open any source location directly in Windows Explorer from the Source pane of the Tiger Bridge Configuration, making it easier to preview and access your source data. To do so, simply click the arrow button next to the source path in the pane.

Fixes in Version 5.2.1

Lost Target Settings After Upgrade to Version 5.2

Version 5.2 used incorrect target type indicators for Google Cloud and Backblaze targets. As a result, after upgrading to version 5.2, the Configuration might not display already configured source-target pairs. Version 5.2.1 resolves this issue by using the correct target type indicators, compatible with version 5.1.2 and earlier.

For customers who have not yet upgraded to version 5.2, it is recommended to upgrade directly to version 5.2.1 to avoid this issue.

For customers who have already upgraded to version 5.2, or have configured new Google Cloud or Backblaze targets using that version, additional setup is required to restore the configuration. The necessary steps are provided in the following knowledge base article: https://kb.tiger-technology.com/fixing-missing-targets-after-upgrade-to-5.2

Deleting Files from the Control Folder of a NAS Source

By design, the control folder of a NAS source acts as a gateway between the source and the target. Any file operation performed on the NAS source is automatically reflected on its stub counterpart in the control folder, and vice versa.

In version 5.2.1, synchronization between a NAS source and its control folder has been improved, resolving an issue where deleting a stub file in the control folder did not remove the corresponding source file.

Reclaiming Space Using the File Modification or Creation Time

When modifying the automatic Reclaim Space policy to use the file modification time instead of the access time as a parameter, it was possible for the policy to stop reclaiming space after a stub file was retrieved back to the source. As a result, the file was not replaced with a stub again.

A workaround to this problem is to keep the global Reclaim Space policy configured to use the default parameter (file last access time) and adjust the Reclaim Space settings for each individual source-target pair to use the file modification or creation time as a parameter, by following the steps in "Reclaim Space Based on File Modification/Creation Timestamp" in the Tiger Bridge 5.2.1 Administration Guide.

Improved On-demand Retrieval of Stub Files from macOS Network Computers

Tiger Bridge 5.2.1 fixes an issue that could prevent macOS computers from retrieving stub files on demand when accessing a source exported as an SMB share.

Linking Existing Data on Source and Target

When pairing a source with a target, one of the available options for handling existing data is “Link existing data”. In previous versions, two issues could occur during this process:

- Files with matching metadata found on both the source and the target were incorrectly shown with a “pending” status instead of “replicated”.
- Files available only on the target did not appear on the source as stub files.

Version 5.2.1 resolves both issues - matching files are now correctly marked as replicated, and files found only on the target are properly represented as stubs on the source.

Statistics for Folders Added While the Service Was Not Running

In version 5.2.1, when a source’s persistent database is out of sync because a new folder was added while the Tiger Bridge service was not running, the Bridge Properties tab for that folder now displays “N/A” instead of potentially inaccurate values. This indicates that you need to manually rescan either the entire source or just the specific folder.

Note that for folders containing unsynchronized data, the Bridge Properties tab may still display statistics for other files. The only way to verify inconsistencies in the persistent database is to manually compare the number of files reported by Windows Explorer with the values shown in the Bridge Properties tab.

Improved Stability of the Tiger Bridge Service

In previous versions, the Tiger Bridge service could remain stuck in a stopping state if it was stopped during the initial sources scan. Version 5.2.1 resolves this issue.

Fix for Time Interval Display in Policy Settings

In previous versions, when entering a time interval in any Tiger Bridge policy settings, the Configuration interface could round the value to a larger unit (for example, 60 days shown as 2 months). With policies that did not list that larger unit, the interface would display only the number without a descriptor (using the above example, the respective policy pane would display just 2 with no unit). While this was only a

display issue and the Tiger Bridge engine always used the correct value (in seconds), users could be left uncertain about the actual interval.

Version 5.2.1 fixes this. The descriptor now changes only for policies in which that larger unit is listed in the respective drop-down box, ensuring the time interval is displayed clearly and unambiguously.

Retrieving Stubs with Multi-Threaded File Access

In previous versions, applications using multi-threaded file access (such as Microsoft Word, for example) could sometimes fail to trigger the retrieval of stub files from the target. Version 5.2.1 resolves this issue and ensures reliable stub retrieval for applications that read files concurrently.

Windows Explorer Hanging After Tiger Bridge Uninstallation

In previous versions, Windows Explorer could stop responding after restarting the computer following uninstallation of Tiger Bridge. The issue occurred if the shell extension had been used before uninstalling Tiger Bridge.

Version 5.2.1 resolves this problem, and after uninstalling the product Windows Explorer starts normally.

Tray Application Fixes

Tray Application Notifications

In previous versions, the Tiger Bridge tray application could re-display notifications for all events logged by the service since its last start. This occurred when the tray application was restarted, for example after switching users. In version 5.2.1, the tray application now shows notifications only for current events.

Displaying the Tiger Bridge Tray Icon After Installation

In some cases, after installing Tiger Bridge 5.x, the tray icon might not appear unless you restarted the computer or manually launched the tray application. Tiger Bridge 5.2.1 resolves this issue.

Tray Application Memory Leak Fix

Version 5.2.1 fixes a memory leak in the Tiger Bridge tray application that could occur when displaying notifications for multiple events at once.

Known Issues

Retrieving Stub Files from NAS Target After Rename of Parent Folder

When a folder on the source is renamed, retrieving stub files located in that folder from a NAS target may fail. As a workaround, allow Tiger Bridge to synchronize the updated folder structure on the target, then try retrieving the stub file again.

Checksum Lost When Retrieving a File Version from the Target

If versioning is enabled both in Tiger Bridge and on the target, when you retrieve a version of the file back on the source it is being retrieved without its checksum.

Downgrading Tiger Bridge from Version 5.1.x and Above

If you choose to install a previous version of the software after upgrading to version 5.1 and above, you will need to ensure that the service is running after the downgrade. To do this, you will have to clear the Read-Only attribute from all files with the .store extension located in the program's data folder. For detailed instructions on how to clear the Read-Only flag, refer to the following Knowledge Base article:

https://kb.tiger-technology.com/how-to-clear-the-read-only-flag-of-tiger-bridge-program-files

Retrieving Offline Files from Google Cloud

Unlike other cloud targets, offline files stored on a Google Cloud target are retrieved directly on the source when you attempt to open them or to rehydrate them manually.

Using Versioning Software on Azure Append/Page Blob

When using versioning on Microsoft Azure append or page blob as a target, you should keep in mind that the first version of each file is not kept, and the second version overwrites it. From the second version onwards, versioning works as expected on Azure append and page blobs.

A workaround to the problem is to introduce an insignificant change to the file after it has been initially replicated on the Azure append/page blob (such as an added interval at the end of a text document, for example) to trigger versioning for that file from that change onwards.