Tiger SP▲CES

Tiger Spaces 4.0.2 Release Notes

This document provides release information for Tiger Spaces version 4.0.2. It discusses new features in this release as well as best practices and known issues.

What's New in Version 4.0.2

Software-only Activation

Version 4.0.2 introduces a new licensing scheme, which allows you to activate the product using either a software protection dongle (on Tiger Store appliances) or a software activation key (on computers with software-only installation of Tiger Spaces). To be able to accommodate this new licensing scheme, once you upgrade to version 4.0.2, your activation status will be automatically reverted to unlicensed and on both Tiger Store appliances and on computers, you will have to activate the product anew.

Note: *On Tiger Store appliances, contact Tiger Technology support for assistance on activating the product.*

To activate Tiger Spaces using a software activation key:

1. Log on to the web interface of Tiger Spaces and click the About button ▲ in the taskbar.

2. In the About dialog, click "Enter activation key".
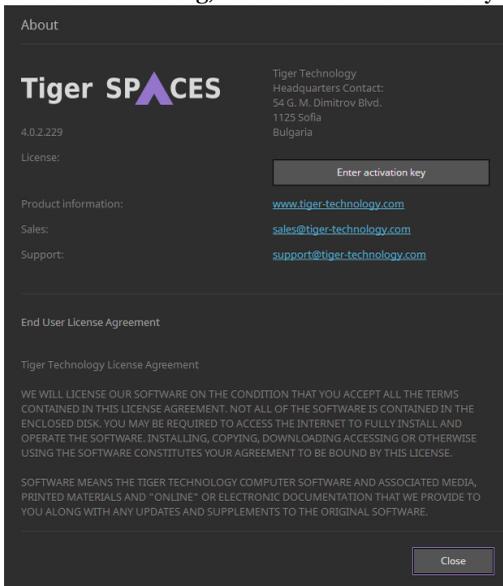
3. In the Activation dialog, copy the serial number and in a web browser go to https://license.tiger-technology.com.
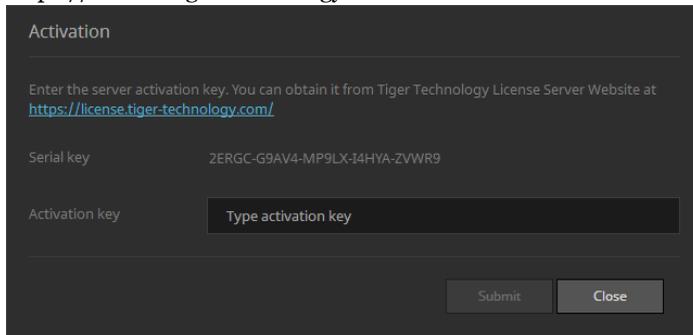

4. In the home page of the licensing server, enter your order name and password in the corresponding fields, and click Log in.

Note: *If you enter the Tiger Technology licensing site for the first time, you should fill the registration form to continue.*

Important: *The order name and the password are case sensitive.*

5. In the Licensing Server menu, click Activate License.

6. Paste the serial number from the Activation dialog and click Generate Activation Key.
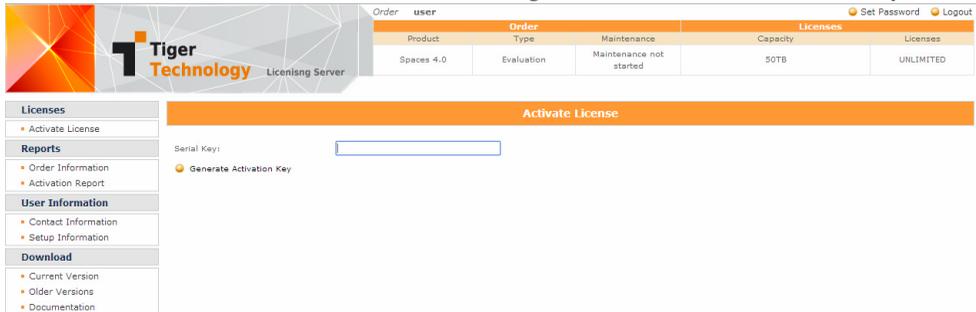
7. Copy the activation key generated for your license.

8. In the Activation dialog in the Tiger Spaces web interface, paste the activation key in the respective field and click OK.

Upgrading to Tiger Spaces 4.0.2

Upgrading from Tiger Spaces 4.x

When you upgrade Tiger Spaces 4.x to version 4.0.2 all workspaces, users and settings are kept. To upgrade to version 4.0.2 there's no need to uninstall the previous version of the product - simply run the new installation on the computer running Tiger Spaces.

Note: *To upgrade to the new version on a Tiger appliance, contact Tiger Technology support for assistance.*

Upgrading Project Store/Project Serve to Tiger Spaces 4.0.2

Tiger Spaces doesn't offer full upgrade compatibility with Project Store/Project Serve. Once you upgrade to Tiger Spaces, you will lose all configuration settings and will have to configure them anew. Following the upgrade procedure described below, you will be able to keep all Project Store/ Project Serve users (but without passwords) and all projects with their type, permissions, description, keywords, preferred mount point on Windows (except if the project uses preferred mount point in a folder), settings for locked project and project template.

Note: *If Project Store is installed on a Tiger appliance or you are using Project Server, contact Tiger Technology support for assistance on upgrading to Tiger Spaces. Currently, you cannot upgrade Project Store to Tiger Spaces on a Tiger Serve appliance with two server nodes.*

The upgrade procedure involves the follows these steps:

1. Uninstall Project Store without disabling Project Store support on the volumes.

2. Install Tiger Spaces and enable Tiger Spaces support on the same volumes you have used.

3. (for domain environment only) Rename the two groups on your Active Directory domain controller from "projectStore Users" and "projectStore Admins" to "Tiger Spaces Users" and "Tiger Spaces Admins" respectively.

4. Restart the computer running Tiger Spaces.

5. Configure any other Tiger Spaces settings that might differ from the default ones (enabled/ disabled permissions, quotas, hidden volumes settings, etc.)

6. (if Tiger Spaces is deployed in workgroup environment) One by one assign new password to each user.

Best Practices

Specifying Domain Name and Access Credentials

In Tiger Spaces, you may need to provide domain information in the following cases:

- when you are adding a NAS appliance, which is accessible in Active Directory domain environment.

- when Tiger Spaces is deployed in Active Directory domain environment.

In both cases it is advisable to provide the name of the domain user account without its domain i.e. "user" instead of "user@domain.com" or "domain.com\user".

Also, when specifying the domain name, you must use its netBIOS name and not the full DNS name of the domain. For example, if your domain is named "department.example.com", the netBIOS domain name you must enter would probably be just "example".

Changing the SQL Server User for Access to the Tiger Spaces Database

For the purposes of Tiger Spaces SQL Server 2016 Express is set up to use a specific user account for access to the databases of Tiger Spaces. If you decide that you want to use another user account, aside from changing it in the SQL Server configuration file, you need to also assign the same account in the Tiger Spaces database and registry, following the steps below.

To assign new user account for access to the Tiger Spaces database:

1. On the computer running the Tiger Spaces server installation, start the Registry Editor.

   Tip: *To start Registry Editor, on the Start menu click Run and in the dialog type regedit.*

2. In the Registry Editor, navigate to:
   HKEY_LOCAL_MACHINE\SOFTWARE\Tiger Technology\tws\tws\settings

3. Right-click in the right pane and select New | String Value.

4. Rename the new REG_SZ value to:
   odbc

5. Right-click the **odbc** value and select Modify.

6. Change the value to **DSN=psdb;UID=[user name];PWD=[password]**, where:

   - **[user name]** is the user name of the new account.

   - **[password]** is the password of the new account.

   For example, to set an account with user name "user" and password "password", enter the following as a value:
   DSN=psdb;UID=user;PWD=password

7. Click OK and exit the registry editor.

8. In a file explorer, navigate to:
   C:\Program Files\Tiger Technology\Tiger Spaces\server\config

9. Open for editing the following file:

```
database.js
```

10. Change the user and password in the following lines:

```
user:         '[user name]',
password:    '[password]',
```

For example, to set an account with user name "user" and password "password", enter the following:

```
user:         'user',

password:    'password',
```

11. Save the changes in the **database.js** file and restart the computer.

Granting psadmin Account Read and Write Permissions to Volumes

If you want to enable Tiger Spaces on SAN volumes and the storage server operates in Active Directory domain environment, the default administrative account psadmin, which is automatically added to the local administrators group on the storage server, must have Read & Write permissions to the volumes even if you have restricted the permissions of the group itself.

Setting Preferred Mount Point of Workspaces on Windows Clients

The setting for preferred mount point of a workspace is part of the global settings of a Windows computer, thus making it valid for all users that log on to the computer. By design, local settings such as mapped network shares always take precedence over global settings. This way, if you specify a preferred mount point of a workspace that uses a drive letter already mapped by a network share, when you attempt to mount the workspace, instead of the workspace drive you will mount the network share.

To avoid such situations, it is advisable to check if the preferred drive letter of a workspace is not already in use.

Avoiding Long File Names

As the workspace in the depot are actually stored on a either an NTFS volume or a network share, each file operation is subject to the limitations of the underlying file system. On all supported file systems it is advisable to avoid long file names in order to ensure that file operations in the workspaces depot are normally processed.

Generally, on all supported file systems you should try to limit path length (filename included) to below 255 characters.

Avoid Using Hard Links on Network Shares

By default, network file systems don't provide support for hard links. As the Tiger Spaces depot may also comprise network shares, when using hard links in your workspaces you may encounter problems with applications making use of hard links for some of their files, like recording Final Cut Pro X voiceover file in a project, for example.

Exporting/Moving Workspaces Containing FCPX Library with Linked Media

Even without Tiger Spaces, when your Final Cut Pro X project's library contains linked media, should you move the project on the same or another volume, the media in the library will become offline. The same can be observed with Final Cut Pro X project exported outside the Tiger Spaces depot. Even if the linked media is also exported/moved as part of the workspace, it will appear as offline until you re-link it.

Disabling File IDs in the Samba Configuration File on Mac OS X

To ensure that Mac clients can normally work on SMB share(s) exported by a Linux computer, it is advisable to disable file IDs setting in the samba configuration file of each Mac OS X client computer following these steps:

1. In Terminal, access the Samba configuration file on the computer:
   `/etc/nsmb.conf`

2. Make sure that the file IDs line in the configuration file looks like this:
   `file_ids_off=yes`

3. Save the changes to the Samba configuration file and restart the computer.

4. Repeat the above steps on each Mac client computer.

Unresolved Known Issues

No Support for Samba 3.x Linux Shares on Mac OS X Yosemite Clients

Currently, Mac OS X Yosemite clients cannot work with Tiger Spaces workspaces stored on Samba 3.x Linux shares. If your depot comprises other network shares (SMB created using Samba 4.x on Linux, SMB Windows or Mac OS X shares, or NFS shares) make sure that Mac OS X Yosemite clients work only with workspaces stored on them.

No Support for NFS Shares Containing Non-Latin Characters in Their Name

Currently, you cannot enable Tiger Spaces on NFS shares, which contain other than Latin characters in their names.

Mounting a Workspace with Non-Latin Characters in its Name on Mac OS Client

Currently, Mac client computers cannot mount a workspace stored on a SMB share, if its name contains any non-latin characters. Mac clients can mount workspaces with non-latin characters in their name as long as they are not stored on a SMB share. Windows clients can normally mount such workspaces regardless of the volume/share, on which they are stored.

Refreshing the Settings Pages

When refreshing any of the Settings pages, the web interface may switch back to workspaces view.

No Upgrade Compatibility with Project Store on Tiger Appliances with High Availability

Currently, you cannot upgrade Project Store to the latest version of Tiger Spaces on Tiger appliances with two server nodes and high availability feature configured.

No Support for Tiger Spaces on a Volume Pool

Currently, you cannot enable support for Tiger Spaces on a volume pool.

Workspace Quotas Related Known Issues

Mounting and Dismounting Workspaces, Which Have Reached Their Quota Limit

When a workspace has reached its quota limit, attempting to mount it on a client computer may fail in the Tiger Spaces' web interface, although the workspace is actually mounted on the computer. This will prevent you from unmounting the workspace in the web interface. Currently, the only workaround to this problem is to free some space in the workspace by deleting some files so that it doesn't take up all its quota and then close it.

New Quota Setting Lost if Workspace is Moved at the Same Time

It is possible Tiger Spaces to fail to apply the quota setting changes you've introduced, if you also move the workspace to another volume in the Workspace Settings dialog before saving the changes.

To ensure that you have applied the changes to the workspace quota, it is advisable to click Submit before moving the workspace and only then re-open the dialog and move the workspace.

Viewing Workspace Drive Size When Quotas are Enabled

When a workspace with a quota is mounted on a client computer, Windows Explorer displays the size of the quota as the size of the workspace drive, while on Mac OS X and Linux, the operating system displays the size of the volume, on which the workspace is stored, as the size of the drive.

Delayed Notifications about File Operations on Mac Clients

In contrast to Windows clients, on Mac clients the notifications about changes in the workspace contents made on another computer (a new file is created or an existing file is renamed/deleted) may not be instantaneous. Depending on when the change is been introduced, Mac clients may have to wait up to 30 seconds to get a notification about it.

Workspace Remains Mounted After Disconnecting from the Storage Server

It is possible a workspace to remain with In Use status in the web interface, when a client computer disconnects from the storage server before dismounting the workspace. You should simply close the workspace in the web interface to change its status to Available.

Missing Proxies

It is possible to lose the proxy media generated for a workspace, if you move a workspace from one volume/share to another.

To regenerate the proxies for the workspace:

1. Clear the proxies of this workspace.

2. Force the generation of proxies for this workspace, by rescanning it.

Workspaces Mounted in the Finder after Disconnecting Mac Client from the Storage Server

It is possible a workspace mounted on a Mac client to remain mounted in the Finder, although the client computer has been disconnected from the metadata controller. In case the client has been physically disconnected, although the workspace is mounted in the Finder, users cannot mount it and work with it. When the client computer has been disconnected through the web interface, the workspace is mounted in the Finder and the client can introduce and save metadata changes to it (delete or rename files and folders), but cannot write data to it.

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