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Tiger Spaces 4.0 Release Notes

This document provides release information for Tiger Spaces version 4.0. It discusses new features in this release as well as best practices, fixed and known issues.

What's New in Version 4.0

Tiger Spaces Replaces Project Store and Project Serve

Combining the functionalities of Project Store and Project Serve, Tiger Spaces comes as a natural continuation of Tiger Technology's project management product line.

For a detailed upgrade procedure, refer to "Upgrading to Tiger Spaces 4.0" on page 3.

New Web Interface

Tiger Spaces 4.0 comes with a new, more advanced interface, supporting the streamlined workflow with the product. Aside from changes related to new or altered functionality, the new interface offers a completely reworked Dashboard for monitoring all details and statistics about each element of the Tiger Spaces workflow - underlying file systems, workspaces, users, etc.

Administrators Can Work with Workspaces

Users set as Tiger Spaces administrators can create workspaces even if workspace quotas are disabled and can mount their own or other users' workspaces.

Support for SAN Volumes and Network Shares

You can enable Tiger Spaces support on SAN volumes managed by Tiger Store (or Tiger appliances running Tiger Store software), on SMB/NFS shares or on a combination of both.

Tiger Spaces Client Driver

You must install the Tiger Spaces client driver on each computer that will access the workspaces depot and work with workspaces. It allows you to mount workspaces stored on either SAN volumes or network shares each as a local drive. It also provides AvidFS emulation on the Avid Bin Locking workspaces.

No Support for Linux Clients

Currently, Tiger Spaces doesn't provide support for Linux computers accessing and working with the workspaces depot.

Pinning a Workspace

Pinning a workspace (preserving its last mount state on the computer) is now controlled by each user and is not a global setting valid for all workspaces, but can be applied to individual workspaces. For steps about pinning a workspace, refer to the Tiger Spaces User's Guide.

Monitoring Statistics

Tiger Spaces provides advanced interface for viewing statistics about each element of the Tiger Spaces workflow - the underlying storage comprising the depot, the workspaces and the users.

Avid File System Emulation Add-on

Avid file system emulation (Avid Bin Locking workspace type) is not available by default, but is activated as an add-on feature. For more information, contact your Tiger Technology reseller.

Workspaces with Quotas only on SAN Volumes

The workspace quota feature is available only for workspaces stored on SAN volumes. When workspace quotas are enabled, only Tiger Spaces administrators can create new workspaces on SAN volumes and import or move existing workspaces on SAN volumes. If your Tiger Spaces setup includes a combination of SAN volumes and network shares, when workspace quotas are enabled, users can continue creating new workspaces on the networks shares and these workspaces will be without quotas.

Upgrading to Tiger Spaces 4.0

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

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.

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.

New Known Issues

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.

Downloading the Workspaces List as a .csv File

Currently, you cannot download the list of workspaces as a .csv file.

Mount Point as a Folder in the C:\Volumes Directory

Currently, Windows clients can set as preferred mount point of a workspace only a drive letter and not a folder in the C:\Volumes directory.

No Support for Internet Explorer

You cannot access and work with the web interface of Tiger Spaces using the Internet Explorer web browser.

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.

Unresolved Known Issues

No Support for Shares on HFS+ Volumes

Currently, Tiger Spaces doesn't support shares on HFS+ volumes.

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.

Workspace Quotas Related Known Issues

Disabling Workspace Quotas Keeps the Existing Quotas of Workspaces

Even if you disable workspace quotas in Tiger Spaces, all workspaces with already assigned quotas keep them and their size cannot exceed the quota size. A workaround to this problem is to remove the quota of each workspace in the depot before disabling quotas in Tiger Spaces.

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.

No Support for 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.

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.

Re-mounting an Open Workspace After Reconnecting to the Storage Server

Should a Tiger Spaces client disconnect from the storage server before closing a mounted workspace, after reconnecting to the storage server this workspace cannot be mounted again until the client computer is restarted.

Missing Proxies

It is possible to lose the proxy media generated for a workspace, in the following cases:

• if you mount a workspace at the time the pre-installed parsers are rescanning its contents.

Note: *To see if any background tasks are running at the moment, select the workspace, toggle the Inspector for a selected workspace and check the Background Tasks field in the Details tab.*

• if you move a workspace from one volume/share to another.

Additionally, Tiger Spaces may fail to generate any proxy media for a workspace whose name contains a single quote mark. In this case, it is advisable to rename the workspace and after that force the generation of proxies for 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 storage server. 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.