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Tiger Spaces 4.1 Release Notes

This document provides release information for Tiger Spaces version 4.1. It discusses new features in this release as well as best practices and known issues.

What's New in Version 4.1

Installing Tiger Spaces Server on a Tiger Client

You can install the server installation of Tiger Spaces on a Tiger Client computer and add Tiger Store-managed volumes mounted on the Tiger Client computer to the workspaces depot. This way, if your Tiger Store network is deployed with high availability, as long as the Tiger Store-managed volumes remain mounted on the client computer after failover between the two Tiger Store nodes, workspaces on these volumes will remain accessible to Tiger Spaces client computers.

Support for Windows® 7/Server 2008 R2 on Tiger Spaces Server

You can install the server installation of Tiger Spaces on a computer running Microsoft Windows® 7 SP 1/Server 2008 R2 SP1.

Support for Microsoft® SQL Server 2014 Express on Tiger Spaces Server

Version 4.1 adds support for Microsoft® SQL Server 2014 Express on the Tiger Spaces server.

Manually Performing Tiger Bridge Tasks on Workspaces

When workspaces data is subject to Tiger Bridge's replication and tiering mechanism, you can use theTiger Spaces's web interface to monitor the status of data and also to manually manage data by replicating, making offline or restoring data in a workspace. For more information, refer to the Tiger Spaces User's Guide.

Auto-discovery of Tiger Spaces Servers Added on Client Computers

Version 4.1 of the Tiger Spaces client driver adds auto-discovery of available Tiger Spaces servers. If the auto discovery option is turned on, Tiger Spaces automatically detects and connects the client computer to all available servers on the network. By default, the option is disabled. For more details on turning on the option, refer to the Tiger Spaces User's Guide.

Downloading the Activity Log as a .csv File

With version 4.1 of Tiger Spaces you can download the activity log as a a comma-separated values (CSV) file. For more information, refer to the Tiger Spaces User's Guide.

Downloading the List of Workspaces as a .csv File

With version 4.1 of Tiger Spaces you can download the list of all workspaces as a a comma-separated values (CSV) file. For more information, refer to the Tiger Spaces User's Guide.

Monitor Connected Tiger Spaces Client Computers

Tiger Spaces administrators can use the web interface to monitor all currently connected client computers. For more information, refer to the Tiger Spaces User's Guide.

Search for Miscellaneous Files or Tags Only

With version 4.1 the search engine of Tiger Spaces allows you to filter the search results except to media results and objects, also to results in workspaces tags and miscellaneous files only.

TCP Port 8080 Must not be Blocked on the Tiger Spaces Server

TCP port 8080 is added to the list of TCP ports that must be allowed in the firewall database on the Tiger Spaces server.

Fixed Known Issues in Version 4.1

Closing the Web Browser Keeps You Logged In

With version 4.1 any user logged in to the web interface of Tiger Spaces remains logged in even after closing the browser.

Improved Stability When Searching the Depot

Version 4.1 provides improved stability of the web interface of Tiger Spaces when searching the workspaces depot.

Hiding the Workspaces Depot When Browsing the Workspace Structure

With previous versions it was possible after moving a workspace from one file system to another to be able to view the Tiger Spaces hidden folder, containing the workspaces depot, when browsing the workspaces structure in its page. Version 4.1 resolves this problem.

Preventing Access to Workspaces from Terminal

With version 4.1 Apple Mac computers having access to network shares on which Tiger Spaces support is enabled no longer can browse the workspaces depot through Terminal.

Only Administrators and Owners Can Lock or Move a Workspace

Version 4.1 resolves a problem, which allowed users with Read Only or Read & Write access to a workspace to lock it or move it from one file system to another. Now, only Tiger Spaces administrators or the owner of a workspace can lock/unlock it or move it.

Respecting the Restriction for Workspace Creation

Version 4.1 resolves a problem, which allowed users to create or import workspace, when the "Only admin users can create workspaces" check box is selected. Now, if only administrators are allowed to create new workspaces or import workspaces in the depot, the Create Workspace and Import Workspace buttons are hidden, when a user has logged on.

Accessing the Depot as the Same User from Two or More Computers

With version 4.1 a user can normally access the workspaces depot from two or more client computers simultaneously. Access to a workspace already mounted on another computer will depend on the workspace type (for example, the user will be able to mount for previewing a workspace he or she has already mounted for editing on another computer if the workspace type is single-user write).

Rescanning Locked Workspaces

With version 4.1 when you rescan a locked workspace, Tiger Spaces parses data in the workspace and forces the generation of proxy media in it.

Improved Stability When Mounting Multiple Workspaces Simultaneously

Version 4.1 provides improved stability when multiple workspaces are mounted simultaneously on a client computer.

Upgrading to Tiger Spaces 4.1

Upgrading from Tiger Spaces 4.x

When you upgrade Tiger Spaces 4.x to version 4.1 all workspaces, users and settings are preserved. To upgrade to version 4.1 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 Store appliance, contact Tiger Technology support for assistance.*

Upgrading Project Store/Project Serve to Tiger Spaces 4.1

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 Store appliance or you are using Project Serve, contact Tiger Technology support for assistance on upgrading to Tiger Spaces. Currently, you cannot upgrade Project Store to Tiger Spaces on a Tiger Store 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. For steps, refer to the Tiger Spaces User's Guide.

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 the server installation of 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

Transfer Tiger Spaces Data to Another File System

As long as Tiger Spaces support is enabled on a volume/network share, the depot containing all workspaces data is hidden and even if you attempt to copy the contents of the whole volume/network share it may not be copied. That is why, to transfer the contents of the Tiger Spaces depot to another file system, you must first disable Tiger Spaces support on the specific volume/network share in order to unhide the depot. Once you do so, a folder named "tws" containing all data from workspaces stored on this volume/network share will become visible in the root of the file system. You can then normally copy data from the "tws" folder or set a system to back it up.

Important: *If a folder named "tws" already exist in the root of the volume/network share, you cannot disable Tiger Spaces support until you rename that folder.*

Install Tiger Spaces after Tiger Store

In case you want to install Tiger Spaces on a Tiger Store storage server, to ensure the normal functionality of both products, you must first install Tiger Store software and only after that Tiger Spaces.

Specify 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".

Change 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.

Grant 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.

Set 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.

Avoid 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.

Export/Move 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.

Disable 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 Support for Workspace Pinning on Internet Explorer

Currently, you cannot pin/unpin a workspace, if you are accessing the web interface of Tiger Spaces in Internet Explorer. To be able to benefit from the feature, you should use a different web browser.

Using Domain Users in a Sub-group of the Tiger Spaces Admins/Users Groups

While you can log in to the Tiger Spaces web interface as a user member of a sub-group of the "Tiger Spaces Admins" or "Tiger Spaces Users" Active Directory domain groups and create new workspaces, currently, such users are not listed in the web interface of Tiger Spaces and you will not be able to manage them (share workspaces with them, view user statistics, etc.).

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 Store Appliances with High Availability

Currently, you cannot upgrade Project Store to the latest version of Tiger Spaces on Tiger Store 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 in the following cases:

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

• if you disable and then enable again support for Tiger Spaces on a volume/network share.

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.