



## Tiger Store 2.9.3 Release Notes

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This document provides release information for Tiger Store version 2.9.3. It discusses new features in this release as well as fixed and new known issues.

## What's New

### Support for Apple Silicon macOS Computers

Version 2.9.3 of Tiger Client adds support for ARM-based macOS computers.

**Note:** *To install and run the Tiger Client driver on an ARM-based macOS computer, you must manually allow the user management of kernel extensions, following the steps in "Allow the User Management of Kernel Extensions on Apple Silicon macOS" on page 5.*

### Support for Windows® 11/Server 2022

You can install version 2.9.3 of Tiger Store or Tiger Client on computers running Windows® 11/Server 2022.

### Support for Tiger Client on macOS 13 Ventura

You can install Tiger Client 2.9.3 on both Intel-based and ARM-based computers running macOS Ventura.

### Support for New Enterprise Linux/CentOS Linux 7.x Kernels

You can use Tiger Client 2.9.3 on Linux computers running Red Hat Enterprise Linux/CentOS Linux 7.7 kernel 3.10.0-1062.el7.x86\_64.

### Dropped Support for Windows 7/Server 2008/Server 2008 R2

You cannot install version 2.9.3 of Tiger Store or Tiger Client on computer running Microsoft Windows 7/Server 2008/Server 2008 R2.

### Dropped Support for Mac OS X 10.10 and Below

On Apple Mac Tiger Clients, you can install version 2.9.3 only on computer running Mac OS X El Capitan or later.

### Dropped Support for 32-bit Microsoft Windows on Tiger Clients

You can install the Tiger Client driver only on computers running 64-bit Microsoft Windows.

## **Support for Avid Media Composer 2022.12 on Windows Tiger Clients**

Tiger Store 2.9.3's Avid file system emulation provides support for Avid Media Composer 2022.12, allowing users to benefit from bin locking when mounting and working with the same Avid project on multiple computers.

## **Displaying Active and Stand-by HA Nodes**

The HA Nodes page of the Tiger Store 2.9.3 web interface displays the tiles of the two nodes, clearly indicating which one is the active one and which one is in stand-by mode.

## **New Policy for File Distribution Within the Pool**

With version 2.9.3 you can configure Tiger Store to create each new file on the volume pool taking turns among the volumes comprising the pool. This guarantees faster operation when accessing different files concurrently as it increases the chance they are stored each on a different volume. For more information about configuring the policy refer to the latest version of the Administration guide.

## **Enabling File Security on the Appliance Through the Web Interface**

When you add a Tiger Store appliance to a domain, file security is automatically enabled. With version 2.9.3 you can enable or disable file security in the web interface of Tiger Store. For more details refer to the Tiger Store 2.9.3 Administration Guide.

## **Searching the Volume Contents in the Finder**

With version 2.9.3 macOS Tiger Clients can use the Finder to search the contents of a mounted volume. To be able to search the contents of a volume created with a previous version of the product or a volume created in the web interface of Tiger Store 2.9.3 on an appliance, you must follow the steps described in "Enable Searching Shared Volumes in the Finder" on page 5.

## **Fixed Known Issues in Version 2.9.3**

### **Displaying Volume Labels in Windows Explorer**

Version 2.9.3 resolves the following problems with volume labels not displaying properly in Windows Explorer:

- all volume labels on the storage server

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- SAN volume labels on Windows Tiger Clients
- locally mounted volumes on Tiger Clients running Windows 10 and above

### **Mac Clients Mounting All NTFS Stripe Partitions over the SAN**

Version 2.9.3 resolves a problem, which prevented Apple Mac client computers from mounting all partitions of a striped NTFS volume over the Fibre Channel.

### **Linux Tiger Clients Accessing Read Only Files**

Version 2.9.3 resolves a problem, which could prevent Linux Tiger Clients from opening Read Only files stored on the shared storage.

### **Mounting Pools on macOS Monterey**

With version 2.9.3 a volume pool mounted on a macOS Monterey remains mounted even after the user logs out and then logs in to the computer.

### **Volume Browser Fixes and Improvements**

With version 2.9.3 the buttons for manual data management in the taskbar of the Volume Browser are inactive if you have selected a file or folder, which is outside a Tiger Bridge-managed location on the shared volume.

The taskbar now features a “Synchronize with target” button, which rescans either the whole volume or just a folder on it depending on your selection in the Volume Browser.

### **Improved Support for Avid Bin Locking in Tiger Spaces Workspaces**

Version 2.9.3 resolves a problem, which could lead to Avid Media Composer instability on macOS Tiger Clients when accessing data in a workspace with enabled Avid Bin Locking.

### **Smart Storage Pooling Fixes**

With version 2.9.3 you can pool shared storage volumes even if Tiger Spaces support is enabled on any of them and the workspaces have quotas enabled.

Additionally, you can configure the smart storage pooling settings while Tiger Bridge replication is running.

## Best Practices

### Allow the User Management of Kernel Extensions on Apple Silicon macOS

The Tiger Client software utilizes macOS kernel extensions, notarized by Apple in accordance with the OS security requirements, which need to be manually allowed in the General tab of the Security & Privacy window in System Preferences, in order for the client software to run.

On macOS client workstations that are based on the Apple Silicon architecture, managing kernel extensions is disabled by default, thus an additional mandatory prerequisite is to enable the setting named "Allow user management of kernel extensions from identified developers" via the Startup Security Utility in the Recovery Console.

Before you can install and run the Tiger Client software on an ARM-based macOS computer, you must enable the aforementioned setting, following the sample steps below:

1. Reboot the macOS Apple Silicon client system into Recovery mode.
2. In the Utilities menu, select Startup Security Utility.
3. In Startup Security Utility, click Security Policy.
4. In Security Policy, do the following:
  - Select Reduced Security.
  - Select the "Allow user management of kernel extensions from identified developers" check box.
  - Click OK.
5. Restart the computer.
6. Allow the blocked Tiger Client kernel extensions.

**Note:** For most up-to-date steps about allowing the user management of kernel extensions on ARM-based computers, refer to the Apple documentation at: <https://support.apple.com/guide/mac-help/change-security-settings-startup-disk-a-mac-mchl768f7291/mac>

### Enable Searching Shared Volumes in the Finder

Version 2.9.3 allows macOS Tiger Clients to search the contents of shared volumes in the Finder. For this to work you must delete the `.metadata_never_index` file in the root of each volume and then remount the volume again on the macOS Tiger Client.

Note that this file is present in the root of the volume only if it has been created using any previous version of Tiger Store or if you create a new RAID in the web interface of Tiger Store 2.9.3 on a Tiger appliance.

## Upgrade to Version 2.9.3

**Important:** *All computers on your Tiger Store network must run the same version of the software.*

To upgrade your Tiger Store storage server to version 2.9.3 from version 2.8 or above:

- (software-only installation) Without uninstalling version 2.8 or above, run the installation for version 2.9.3 and follow the on-screen instructions.
- (appliances) Contact Tiger Technology support for instructions about uploading version 2.9.2 as a firmware update.

## Upgrade from Version 2.7.3 or Below

To upgrade your storage server to version 2.9.3 from version 2.7.3 or below, you need to:

- uninstall the previous version of the product from the storage server.
- perform a clean installation of version 2.9.3 on the storage server.
- deactivate Tiger Store on the storage server and then activate it anew.

On storage servers running the software-only version of the product, follow the steps provided below. On Tiger Store appliances, contact Tiger Technology support for assistance on upgrading to version 2.9.3.

### **To upgrade your Tiger Store storage server to version 2.9.3 from version 2.7.3 or below:**

7. On the storage server computer display the Control Panel.
8. Double-click Programs and Features.
9. Right-click Tiger Store and select Uninstall.
10. Confirm that you want to uninstall Tiger Store.
11. When the Deactivation Wizard appears, select “Yes, return the license to server,” click Next and then choose the desired deactivation method, following the steps described in the Tiger Store Administration Guide.
12. When prompted, restart the computer.
13. When the storage server computer starts, log on to it using an account with administrative privileges.
14. In a web browser go to:  
<https://license.tiger-technology.com>

15. In the home page of the licensing server, enter your order name and password in the corresponding fields, and click Log in.
16. In the Licensing Server menu, click Current Version and download the Tiger Store server installation and the Tiger Client bundle installations for version 2.9.3.
17. Double-click the Tiger Store installation file.
18. When the installation starts, click Next.
19. If the wizard suggests the installation of additional prerequisites, accept and click Next.
20. Select where to install the product, accept the terms of the software license agreement and click Install.
21. When the installation finishes, click Finish and select not to restart the computer, when prompted.
22. Double-click the Tiger Client bundle installation file.
23. When the installation starts, click Next.
24. Select where to install the clients bundle, accept the terms of the software license agreement and click Install.
25. When the installation finishes, restart the computer.
26. When the storage server computer starts, access the Tiger Store web interface.
27. In the web interface, click System and then About.
28. Click Manual Activation.
29. In the License Activation dialog, copy the serial number and in a web browser go to:  
<https://license.tiger-technology.com>
30. In the home page of the licensing server, enter your order name and password in the corresponding fields, and click Log in.
31. In the Licensing Server menu, click Activate License.
32. In Activate License, paste the serial number for your copy of Tiger Store and click Generate Activation Key.
33. In the License Activation dialog, paste the keys generated for your copy of Tiger Store, and click OK.

## Upgrade Tiger Clients to Version 2.9.3

Aside from upgrading your storage server, you must also upgrade all Tiger Client computers to version 2.9.3. On Apple Mac and Linux, to upgrade the client driver to version 2.9.3 you must first uninstall the previous version of the Tiger Client software and then install the new version. On

Windows Tiger Clients, you can upgrade the client driver to version 2.9.3 without uninstalling the previous version.

**To upgrade Windows Tiger Client to version 2.9.3:**

1. Access the web interface of the storage server.
2. Find the Tiger Client installation for your operating system and click Download.
3. Once the installation downloads to your computer, run it, following the installation steps described in the Tiger Store Administration Guide.

**To upgrade Apple Mac Tiger Client to version 2.9.3:**

1. Go to Applications | Tiger Client.
2. Double-click Uninstall.
3. Provide administrator's user name and password.
4. When prompted, confirm that you want to uninstall the Tiger Client software.
5. When the computer starts, open the web interface of the storage server.
6. Find the Tiger Client installation file for your operating system and click Download.
7. When the installation file downloads to your computer, double-click it to start the installation.
8. Follow the on-screen instructions and when prompted, restart your computer.

**To upgrade a Linux Tiger Client to version 2.9.3:**

1. Log on to the Linux system as root.
2. In command-line, execute the following:  
`rpm -e Tiger-Client`
3. In the web interface of the Tiger Store, find the Tiger Client installation file for your operating system and click Download.
4. When the installation file downloads to your computer, log on to the Linux system as root.
5. In command-line, execute:  
`rpm -i <path to the Tiger Client software .rpm file>`
6. In command-line, execute the following as root:  
`/etc/init.d/tboxd start`



## New Known Issues

### Detecting and Resolving Tiger Bridge Conflicts on the HA Nodes

Currently, the HA Nodes page always displays the Tiger Bridge configuration on both server nodes as synchronized even if there are conflicting settings on the server nodes. That is why to ensure that after failover Tiger Bridge can operate normally, you must manually verify that the Tiger Bridge configuration on both nodes is identical and resolve conflicting settings in Node view of the web interface. For further details about accessing the Tiger Store web interface in Node view, refer to the latest version of the Tiger Store Administration Guide.

### Upgrading the Tiger Bridge Configuration

To upgrade to the latest version of the Tiger Bridge Configuration provided on the Downloads page of your storage server along with the Tiger Clients installation bundle you must first uninstall any previous version of the software running on the designated computer. Running the new installation file without removing the previous version may result in two instances of the Tiger Bridge Configuration running on the computer.

