

Hitachi Content Platform Anywhere

HCP Anywhere 2.0 Release Notes

HCP Anywhere Software Version 2.0.0.13
HCP Anywhere Operating System Version 20.0.0.12
Desktop Application (for Windows) Version 2.0.0.7
Desktop Application (for Mac) Version 2.0.0.3
Mobile Application (for iOS) Version 2.0.0.2 (or later)
Mobile Application (for Android) Version 2.0.0.4 (or later)
Mobile Application for (Windows Phone) Version 2.0.0.4 (or later)

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About this document

This document contains the release notes for release 2.0 of Hitachi Content Platform Anywhere (**HCP Anywhere**). This document describes the new features of the product, product documentation, and known issues. It also provides other useful information about this release of the product.

Release highlights for HCP Anywhere 2.0

This section describes the new features and product enhancements added for release 2.0.

User Portal redesign

In release 2.0, the User Portal has been updated with a more modern design. The Portal also now includes inline help and product tours for new users.

Improved desktop application upgrades

HCP Anywhere 2.0 desktop applications can now upgrade themselves automatically. Users no longer need to manually download and install a new version.

Administrators can enable or disable this feature for the system. For information on doing this, see the HCP Anywhere Administrator Help.

Improved application distribution support

Release 2.0 adds new features that allow you to distribute the HCP Anywhere applications through your organization's internal mobile app store and desktop management platform. With release 2.0, administrators can:

- Customize or disable the application download links on the **My Devices** page in the User Portal.
- Specify desktop application registration information for your users. That way, users need to specify only their passwords to register the application.

For more information, see *HCP Anywhere Administrator Help*.

For a list of supported desktop application distribution platforms, see ["Supported application distribution platforms"](#) on page 16

Extended versions

Release 2.0 enhances the versioning capabilities of HCP Anywhere. Administrators can now configure the system to keep certain old file versions, called **extended versions**, for longer periods of time.

For more information, see the *HCP Anywhere Administrator Help*.

Support for accessing network shares from HCP Anywhere

Administrators can now use HCP Anywhere to grant users access to network shares on CIFS servers in their organization's network. Users can work with the contents of these shares from the User Portal and from their mobile devices.

Administrators use the Management Console to make CIFS servers and shares known to the HCP Anywhere system. For information on doing this, see the *HCP Anywhere Administrator Help*.

Configurable synchronization for shared folders

Users can now turn synchronization on and off for shared folders. When a shared folder is not synchronized, it doesn't take up space on a user's computers, but is still accessible through the Portal and your mobile devices.

Profiles

HCP Anywhere 2.0 introduces profiles, a new mechanism for managing user access to the system. Each profile contains a list of feature settings and a list of authentication units (for example, Active Directory groups) with which those settings are associated. Administrators create and manage profiles from the Management Console.

For information on using profiles to grant access to users, see the *HCP Anywhere Administrator Help*.

Improved synchronization status in the desktop application

The file synchronization status window in the desktop application now shows more information about the files that are currently syncing and also lists the most recent files to finish being synced.

Synchronization of open and locked files

In release 2.0, the HCP Anywhere Windows desktop application now attempts to synchronize files that are open or otherwise in use by other applications. HCP Anywhere makes a limited number of attempts per day to synchronize open files.

Additional Portal branding options

In release 2.0, you now have more flexibility when applying your organization's branding to the User Portal.



Note: The entire User Portal has been redesigned in version 2.0. As a result, you may want to reevaluate what text and images you use to apply your organization's branding to the Portal.

Support for SAML, Active Directory Federation Services, and multi-forest authentication

In release 2.0, HCP Anywhere supports using version 2.0 of the SAML protocol to authenticate users from one or more SAML identity providers.

HCP Anywhere now supports Active Directory Federation Services (AD FS) as a SAML identity provider. This enables HCP Anywhere to grant file synchronization and sharing access to users from multiple Active Directory forests. Previously, HCP Anywhere allowed users from only one Active Directory forest.

For information on the AD FS versions that HCP Anywhere supports, see ["Requirements for SAML authentication support"](#) on page 11.

For information on configuring SAML authentication, see the *HCP Anywhere Administrator Help*.

Improved link sharing from desktop applications

In release 2.0, a user can right-click on a file, select how to share it, and the desktop application automatically creates a link and adds it to the clipboard. Users no longer need to open the Portal to share a link.

Link sharing for folders

In release 2.0, users can now share links to folders. When sharing links to folders, users can set a link expiration date, access code, and configure whether the link is publicly accessible, just as they can when sharing links to files.

Desktop application folder

For new installations of the desktop application with release 2.0, the folder that contains synchronized files does not need to be called "HCP Anywhere". Users can specify any name for this folder.

Increased user support

HCP Anywhere Standard Pod systems shipped after release 2.0 support up to 50,000 file synchronization and sharing users.

VM system sizing recommendations

The document *Deploying an HCP Anywhere VM System* has been updated to include infrastructure sizing recommendations for creating HCP Anywhere VM systems that support anywhere from 1 to 50,000 users. Previously, sizing recommendations were provided only for systems supporting 5,000 or 20,000 users.

Support for VMware DRS and vMotion

HCP Anywhere VM systems now support the VMware Distributed Resource Scheduler (DRS) and vMotion features.

Desktop OS support

The desktop application no longer supports Windows XP.

Audit and Administrator roles now separate

In release 2.0, an administrator can now have the Audit role without having the Administrator role. With only the Audit role, an administrator can access to the Management Console to view user files and activity but can't make any changes to the system.

Support for mobile device management products

Hitachi Data Systems can provide you with mobile applications that have been specially configured for use with mobile device management software. For information, see your HCP Anywhere sales representative.

Support for new HDI device types

In release 2.0, HCP Anywhere can now configure and monitor HDI Single Node and virtual machine devices. Administrators can also use the Management Console to add support for new device types, as necessary.

For information on managing HDI devices, see the *HCP Anywhere Administrator Help*.

Enable encryption for HDI Devices

In release 2.0, while configuring settings for an HDI device, an administrator can specify that an HDI device should encrypt its data.

For information on doing this, see the *HCP Anywhere Administrator Help*.

Configure HDI devices to access HCP over the Internet

In release 2.0, while configuring settings for an HDI device, an administrator can specify that an HDI device should transmit data to an HCP system over the public Internet, if the HCP system has been set up to support it.

For information on doing this, see the *HCP Anywhere Administrator Help*.

About HCP Anywhere

HCP Anywhere is the system from Hitachi Data Systems (HDS) that provides these two major features:

- **File synchronization and sharing** — This feature allows a user to access and share files from any location at which the user has Internet access.

When a user adds files to HCP Anywhere, HCP Anywhere stores the files in a **Hitachi Content Platform (HCP)** system. The files are then made available through a web browser application called the **HCP Anywhere User Portal** and through each computer, smartphone, and tablet that the user has registered with HCP Anywhere.

- **HDI device management** — This feature allows an administrator to configure and monitor **Hitachi Data Ingestor (HDI)** systems that have been deployed at multiple remote sites throughout an enterprise.

For information on purchasing HDI devices, please contact your HCP Anywhere sales representative.

Management Console

For system administration, HCP Anywhere includes a secure web application called the **HCP Anywhere Management Console**. HCP Anywhere administrators use the Management Console to configure, manage, and monitor the HCP Anywhere system, its hardware, features, and users.

System configurations

An HCP Anywhere system can come in one of two configurations:

- An **HCP Anywhere VM system** runs on virtual machines in a VMware® vSphere environment. By default, the HCP Anywhere VM system image supports up to 5,000 file synchronization and sharing users, but it can be reconfigured to support up to 50,000 users.
- A **physical HCP Anywhere system** runs on physical hardware (specifically, two servers). There are two types of physical HCP Anywhere systems:
 - **Entry Pod** — This type consists of two servers that can support up to 5,000 file synchronization and sharing users.
 - **Standard Pod** — This type consists of two servers with more memory, storage space, and processing power than the servers in an Entry Pod. A Standard Pod system can support up to 50,000 file synchronization and sharing users.



Note: Prior to release 2.0 of HCP Anywhere, Standard Pod systems supported up to 20,000 users.

For information on upgrading a pre-2.0 Standard Pod system to support more users, see your HCP Anywhere sales representative.

Nodes

Nodes are the essential parts of an HCP Anywhere system. In a physical HCP Anywhere system, each node is a server. In an HCP Anywhere VM system, each node is a virtual machine. The nodes in an HCP Anywhere system are networked together and both run the complete HCP Anywhere software.

Both nodes run the complete HCP Anywhere software. Additionally, the system keeps copies of essential system data on both nodes. These features ensure that if a node fails, the system remains accessible to users.

Upgrade notes

You can upgrade an HCP Anywhere system to release 2.0 only from release 1.1 or later. To upgrade from a release earlier than 1.1, you first need to upgrade to release 1.1. You cannot downgrade HCP Anywhere to a previous release.

Before upgrading

Before upgrading, ensure that all SSL server certificates for the system are valid. If any are invalid, desktop and mobile applications will be unable to connect to the system.

If a user identified the HCP Anywhere system by IP address or shortname when registering the desktop application, the desktop application will be unable to connect to the system after the upgrade. In this case, the user needs to reconfigure the application to use the fully qualified domain name for the system.

Upgrading from any previous version

Upgrading to version 2.0 from any previous version may cause a brief interruption of services. For example:

- The User Portal and Management Console may be temporarily unavailable.
- Desktop applications may be temporarily unable to connect to the HCP Anywhere system.
- Desktop applications are unavailable for download from the User Portal while the upgrade is in progress.

Upgrading to release 1.1

When upgrading to release 1.1, in addition to the interruptions listed in ["Upgrading from any previous version"](#) above, synchronization of user files may take longer than usual.

Additionally, upgrading to release 1.1 requires an extended upgrade. After the upgrade is complete, additional background processing will occur as each user's account is upgraded to be able to use new features. This processing does not occur for all users at the same time. While a user's account is being upgraded:

- Synchronization of the user's files may be paused.
- The user may be temporarily unable to make changes to his or her files from the User Portal and mobile apps.

HCP Anywhere logs event messages when the extended upgrade starts and finishes.

HCP Anywhere document set

These documents contain information about HCP Anywhere:

- *HCP Anywhere Administrator Help* — This set of help topics contains the instructions you need to use the HCP Anywhere Management Console to configure and monitor an HCP Anywhere system and its hardware. This set of help topics also includes instructions on administering the file synchronization and sharing and HDI device management features.

This set of help topics is accessible from the HCP Anywhere Management Console.

- *HCP Anywhere User Help* — This set of help topics explains how to use HCP Anywhere for file storage and synchronization. These topics discuss the file synchronization interfaces that HCP Anywhere provides, which include desktop and mobile applications and a web application called the User Portal.

This set of help topics is accessible from the HCP Anywhere User Portal.

- *Deploying an HCP Anywhere VM System* — This book provides the information you need to install HCP Anywhere in virtual machines. It explains what you need to know to successfully configure your VM environment and contains step-by-step instructions for the installation procedure.

- *Installing an HCP Anywhere System – Final On-site Setup* — This book contains instructions for deploying an assembled and configured physical HCP Anywhere system at a customer site. It explains how to make the necessary physical connections and reconfigure the system for the customer computing environment. It also contains instructions for configuring Hi-Track[®] Monitor to monitor an HCP Anywhere system.
- *Third-party Copyrights and Licenses* — This book contains copyright and license information for third-party software distributed with or embedded in the HCP Anywhere operating system, core software, and file synchronization and sharing applications.

Requirements for Active Directory authentication support

HCP Anywhere requires Windows Active Directory for user authentication. For HCP Anywhere to be able to use AD:

- All Active Directory domain controllers must run one of these:
 - Windows Server 2012 R2
 - Windows Server 2012
 - Windows Server 2008 R2

HCP Anywhere no longer supports Active Directory domain controllers on Windows Server 2003 or 2003 R2.

- HCP Anywhere must have network connectivity to one or more domains in the AD forest.



Note: By default, HCP Anywhere attempts to connect to every domain in the forest. If your AD infrastructure does not allow HCP Anywhere to do this, you can use the domain whitelist in the Management Console to specify only the domains to which the system can connect. For information, see the *HCP Anywhere Administrator Help*, which is available from the Management Console.

- HCP Anywhere must be able to contact at least one DNS server that can resolve the AD domain name. Additionally, HCP Anywhere must be able to do reverse DNS lookups of the IP addresses of all AD domain controllers that HCP Anywhere is configured to use (that is, the DNS configuration must include PTR records for the IP addresses that identify hostnames for AD domain controllers).
- The AD time must be in sync with the HCP Anywhere system time. The recommended configuration is for HCP Anywhere and AD to use the same time server.

Additionally, to ensure that AD users have continuous access to HCP Anywhere, the AD infrastructure should have a robust and fault tolerant configuration.

Requirements for SAML authentication support

HCP Anywhere supports these SAML identity providers:

- Active Directory Federation Services (AD FS) version 2.0
- AD FS version 2.1
- AD FS version 3.0

For HCP Anywhere to be able use AD FS for user authentication:

- File synchronization and sharing users must have network connectivity to AD FS.
- The AD FS time must be in sync with the Active Directory time. The recommended configuration is for AD and AD FS to use the same time server.

Supported HCP releases

HCP Anywhere requires an HCP system for:

- Storing the contents of files added by file synchronization and sharing users
- Backing up essential HCP Anywhere system data
- Storing data migrated from the HDI devices that HCP Anywhere manages

The HCP system that HCP Anywhere uses must be at HCP release 6.0 or later.

Supported HDI devices

HCP Anywhere can manage these types of HDI devices:

- Remote Server
- Single Node
- Virtual machine (VM)

To be managed by HCP Anywhere, a device must run one of these HDI software versions:

- For the Remote Server, HDI version 5.0 or later
- For the single node devices or VMs, HDI version 5.1 or later

Supported NAS servers

HCP Anywhere supports mobilizing the contents of NAS shares from these types of NAS servers:

- Hitachi Data Ingestor (HDI) version 5.1.1
- Hitachi Data Ingestor (HDI) version 4.2
- Hitachi NAS Platform (HNAS) version 11.3

Supported browsers

The table below lists the browser/operating system combinations that are recommended for use with the HCP Anywhere Management Console and User Portal. Other browsers or versions may work but have not been formally tested.

| Browser | Client Operating System |
|--|------------------------------|
| Apple Safari 6.0 (for User Portal only) | Mac OS X 10.8 |
| Apple Safari 7.x (for User Portal only) | Mac OS X 10.9 |
| Apple Safari 8.x (for User Portal only) | Mac OS X 10.10 |
| Google Chrome 39 | Windows and Mac OS X |
| Microsoft Internet Explorer 8 and 9* | Windows |
| Microsoft Internet Explorer 10 and 11* | Windows 7 or later |
| Mozilla Firefox 35 | Windows, Mac OS X, and Linux |
| * These considerations apply when you use Internet Explorer to view the Management Console or User Portal: <ul style="list-style-type: none"> ○ The security level cannot be set to High ○ The Management Console and User Portal do not function correctly when displayed in Compatibility View | |

Supported platforms for file synchronization and sharing applications

The following sections list the platforms qualified for running HCP Anywhere file synchronization and sharing applications.

Supported desktop operating systems

Windows

The HCP Anywhere desktop app for Windows is qualified for use with these versions of Microsoft Windows:

- 8.1
- 8.0.x
- 7.x



Note: The HCP Anywhere desktop application for Windows supports only the NTFS file system format.

On Windows XP, users cannot install any version of the app later than 1.3.

Mac

The HCP Anywhere desktop app for Mac is qualified for use with these versions of Mac OS X:

- 10.10 (Yosemite)
- 10.9 (Mavericks)
- 10.8 (Mountain Lion)



Note: The HCP Anywhere desktop application for Mac supports only the **Mac OS Extended (Journaled)** file system format. This is the default file system format for Mac OS X. This file system format is case insensitive.

Supported mobile operating systems

Apple devices

The HCP Anywhere mobile app is qualified for use with these versions of Apple iOS:

- 8.x
- 7.1.x
- 7.0.x
- 6.x



Important:

- For the app to function, the mobile device must be running at least version 6.0 of iOS.
 - With version 6.0 of iOS, users cannot install any version of the app later than 1.3.
-

Android devices

The HCP Anywhere mobile app is qualified for use with these versions of Android:

- 5.0 (Lollipop)
- 4.4 (KitKat)
- 4.1.x–4.3.x (Jelly Bean)
- 4.0.3 and 4.0.4 (Ice Cream Sandwich)



Important: For the app to function, the mobile device must be running at least version 4.0.3 of Android.

Windows Phones

The HCP Anywhere mobile app runs only on Windows Phones, not on Windows tablets or PCs.



Important: For the app to function, the phone must be running Windows Phone version 8.1 or later.

Supported application distribution platforms

HCP Anywhere supports these platforms for distributing the desktop applications:

- For Windows, SCCM 2012
- For Mac, Casper 9.61

Supported limits

HCP Anywhere enforces the limits listed in the table below.

| Item | Limit |
|---|---|
| <i>System management</i> | |
| Maximum number of profiles. Used for granting administrator and user access to HCP Anywhere. | 400 |
| <i>File synchronization and sharing</i> | |
| Maximum number of registered users allowed without a file synchronization and sharing license | 20 |
| Maximum number of registered users ¹ | <ul style="list-style-type: none"> • Entry Pod — 5,000 • Standard Pods shipped before release 2.0 — 20,000 • Standard Pods shipped with release 2.0 — 50,000 |
| Maximum number of NAS servers | 50 |
| For each registered user, maximum number of devices | Can be configured from 0 to 7 |
| For each registered user, maximum number of files and folders in a folder | 20,000 |
| For each registered user, maximum combined number of files and folders | 200,000 |
| For each registered user, maximum number of folders that the user can share with other users | 30 |
| For each registered user, maximum number of shared folders to which the user can accept invitations | 100 |

(continued)

| Item | Limit |
|---|---|
| Maximum file size ² | Can be configured from 1 GB to 2043 GB. Default is 10 GB. |
| Maximum path length ³ | 1,023 characters |
| Maximum length of individual file or folder names | 255 characters |
| For the mobile apps, maximum number of files that can be added to the list of favorites | No limit on number of favorites. Limited only by available space on mobile device. |
| <i>HDI device management</i> | |
| Maximum number of in-service HDI devices allowed without an HDI device management license | 5 |
| Maximum number of HDI devices that HCP Anywhere can manage | 10,000 |
| Maximum number of HDI devices allowed in service at one time ⁴ | 5,000 |
| Maximum number of provisioning templates | 50 |
| Maximum number of HDI filesystems (any type) per HDI device | 5 |
| Maximum number of filesystem shares per HDI filesystem | 50 |
| Maximum number of tags that can be applied to an HDI device | 10 |
| Maximum number of tags | 500 |
| <ol style="list-style-type: none"> 1. The maximum number of users your system can support is limited by your file synchronization and sharing license. 2. Check with your HCP administrator to ensure that the HCP system has enough space to store files of the size you want. 3. For information on how path length limitations affect the desktop applications, see the HCP Anywhere User Help. 4. The maximum number of in-service HDI devices is also limited by your HDI device management license. | |

Supported virus-scanning servers

HCP Anywhere can be configured to use the Internet Content Adaptation Protocol (ICAP) to submit files added by file synchronization and sharing users to servers that perform virus scanning. HCP Anywhere does not synchronize files in which viruses are detected.

HCP Anywhere supports using ICAP to send files to servers running these antivirus programs:

- McAfee VirusScan Enterprise version 8.8 and McAfee VirusScan Enterprise for Storage version 1.0.2 with hotfix HF726390
- Symantec Protection Engine for Cloud Services 7.0
- Trend Micro InterScan Web Security Virtual Appliance 6.0

Issues resolved in this release

The table below lists the issues that were resolved in this release. The issues are listed in order by reference number.

| Ref. Number | Component | Description |
|-------------|--|---|
| AW-4740 | File synchronization and sharing desktop application for Windows | <p>Application incorrectly displays prompt saying that a reinstallation has been detected</p> <p>If a user does not have permission to install the HCP Anywhere application on his or her Windows computer, a user with administrative access to the computer needs to install the application. During the installation, the application adds a shortcut to the desktop.</p> <p>When the user clicks on this shortcut while logged into the computer with his or her user account, the application displays a prompt saying that the application has recently been reinstalled. This prompt appears even if the application has not been reinstalled. The prompt appears only once.</p> <p>The prompt asks the user whether he or she wants to reuse the existing registration information or to reregister the application. Unless the user has actually reinstalled the application, the user can click on the Yes button in the prompt.</p> <p>Fix: The Windows desktop application no longer incorrectly displays this prompt.</p> |

(continued)

| Ref. Number | Component | Description |
|-------------|--|--|
| AW-6086 | File Sync and Share Android mobile application | <p>Listing a large number files takes a long time For a folder that contains thousands of files and folders, the Android application can take a significant amount of time to display the list of files and folders. Depending on your device settings, the device may lock before the app finishes displaying the list.</p> <p>Fix: The Android app no longer experiences these errors.</p> |
| AW-6195 | Management Console | <p>Issues with navigation tabs and search results on Audit User page If an administrator clicks on the Show Deleted or Hide Deleted button while using the Audit User page to browse a user's files, the navigation tabs stop functioning. When the administrator navigates to a new folder, the navigation tabs continue to show the path to the previous one.</p> <p>If the administrator clicks on the Show Deleted or Hide Deleted button after performing a search, the search results are cleared and the contents of the current folder reappear.</p> <p>Fix: The Audit User page no longer experiences these errors.</p> |
| AW-6289 | File synchronization and sharing Windows desktop application | <p>File is reported as unsyncable even after it is deleted If a user adds to the synced folder a file of a type that the system doesn't allow, the Windows desktop application indicates that the file is unsyncable. If the user deletes that file, the File Synchronization Status window still lists the file as unsyncable.</p> <p>Fix: After a user deletes an unsyncable file, the application now removes the file from the File Synchronization Status window.</p> |
| AW-7013 | File synchronization and sharing desktop application for Mac OSX | <p>Canadian French text displayed instead of standard French When Mac OSX is configured to display text in standard French (also known as international French), the application incorrectly displays text in Canadian French.</p> <p>Fix: Because the application does not support standard French, the desktop application now displays English text when Mac OSX is configured to display text in standard French.</p> |
| AW-7169 | User Portal | <p>Canadian French size units displayed incorrectly When configured to display text in Canadian French, the User Portal incorrectly displays file size units as bytes (for example, MB or GB) instead of octets (such as Mo or Go).</p> <p>Fix: The User Portal now displays the correct units.</p> |

(continued)

| Ref. Number | Component | Description |
|-------------|--|--|
| AW-7196 | User Portal | <p>Incorrect error message when changing shared link expiration date</p> <p>When changing the expiration date for an existing shared link, if the user selects a year that's 11 years or later than the current year, the User Portal incorrectly displays this error message:</p> <p style="padding-left: 40px;">The expiration date must be in the future</p> <p>For example, this message is displayed if on December 31st, 2014, the user modifies an existing link to expire on January 1st, 2025.</p> <p>Fix: The User Portal no longer incorrectly displays this error message.</p> |
| AW-7275 | File synchronization and sharing Windows desktop application | <p>System tray icon opens incorrect folder</p> <p>A user may have a folder named HCP Anywhere.<i>extension</i> in the same folder as his or her synced folder, which is named HCP Anywhere. In this case, when the user double-clicks on the HCP Anywhere system tray icon or selects Open HCP Anywhere folder from the tray icon context menu, the application may open the incorrect folder.</p> <p>Fix: The application now opens the correct folder.</p> |

Issues with workarounds

The table below lists known issues for which workarounds exist. The issues are listed in order by reference number.

| Ref. Number | Component | Description |
|-------------|---|---|
| AW-1055 | File synchronization and sharing desktop applications | <p>If storage quota has been exceeded, moving a file from one folder to another deletes the file from the user's other HCP Anywhere devices</p> <p>The HCP Anywhere administrator can lower a user's storage quota to a size that's smaller than the amount of data that the user has stored in HCP Anywhere. This causes the user to be in excess of his or her storage quota. In this situation, the user cannot add any new files to HCP Anywhere.</p> <p>While in excess of his or her storage quota, if the user moves a file from one folder in the synced folder to another folder within the synced folder, the file is deleted from the HCP Anywhere system and from the user's other devices (but not from the computer on which the file was moved). This happens because HCP Anywhere synchronizes the removal of the file from its original location but does not synchronize the addition of the file to its new location.</p> <p>Workaround: While storage quota has been exceeded, a user should avoid moving files in the synced folder.</p> <p>To resume normal operation, the user should do one of these:</p> <ul style="list-style-type: none"> • To free up space in his or her quota, delete files from or move files out of the synced folder. • Ask the HCP Anywhere administrator to increase the user's storage quota. |

(continued)

| Ref. Number | Component | Description |
|-------------|---|---|
| AW-2766 | File synchronization and sharing desktop applications | <p>Deleting an unsyncable file does not cause the application to download a file with the same name</p> <p>The following scenario can occur when a file synchronization and sharing user adds two files with the same name from two different HCP Anywhere applications:</p> <ol style="list-style-type: none"> 1. In the synced folder on the user's computer, the user adds a file of a type that HCP Anywhere does not synchronize. 2. On another device, the user adds a file that has the same name as the unsyncable file. This second file is of a type that HCP Anywhere can synchronize. The file is synchronized to the user's devices, except for the computer that contains the unsyncable file. 3. The user deletes the unsyncable file from the synced folder. <p>In this situation, the file from the second application is not automatically synchronized to the computer from which the unsyncable file with the same name was deleted.</p> <p>Workaround: Edit the file from another device. This causes the file to be synchronized to the computer from which the unsyncable file was deleted.</p> |
| AW-2949 | File synchronization and sharing mobile app for Apple devices | <p>A single failure when uploading multiple pictures or videos cancels all pending uploads</p> <p>With the HCP Anywhere mobile application, a user can select multiple pictures and videos to add to HCP Anywhere. If a picture or video fails to be added (for example, because the file is larger than the maximum file size for the mobile application), the mobile application cancels the file uploads for all pictures and videos that have yet to be added.</p> <p>Workaround: Do one of these:</p> <ul style="list-style-type: none"> • Resolve the problem that prevented the file from being uploaded. Then try to upload the files again. • Try to upload the files again, excluding the one for which the previous operation failed. |

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| Ref. Number | Component | Description |
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| AW-3081 | Management Console | <p>ICAP connection alert displayed by only one node When the HCP Anywhere system cannot connect to the ICAP server that it uses to scan files for viruses, the system displays an alert on the File Sync and Share Overview page in the Management Console. However, this alert is generated by only one node in the system. This means that depending on the node to which your Management Console session is connected, you may or may not see the alert.</p> <p>Workaround: Check the Overview page alerts for both nodes. To do this:</p> <ol style="list-style-type: none"> 1. In a web browser, enter the URL for the Management Console in this format: <code>https://node-front-end-IP-address:8000/admin</code> 2. To view the file synchronization and sharing Overview page, click on File Sync and Share. 3. Log out of the Management Console. 4. Enter the URL for the Management Console, this time by specifying the front-end IP address for the other node in the system. 5. To view the file synchronization and sharing Overview page, click on File Sync and Share. |
| AW-4443 | File synchronization and sharing mobile app for Apple devices running iOS versions 7.0 through 7.0.4 | <p>Bottom bar does not reappear when viewing file contents When a user views the contents of a file, the user can tap the file to hide the action bars at top and bottom of the screen. When the user taps on the file contents again, the bottom action bar fails to reappear.</p> <p>Workaround: To make the bottom bar reappear, turn your device to change its view. If the screen orientation on your device is locked, you need to unlock it to be able to do this.</p> |
| AW-5021 | File synchronization and sharing desktop applications | <p>File synchronization fails after HCP Anywhere system undergoes recovery When an HCP Anywhere system is recovered after a serious hardware failure, a user's desktop applications may be unable to synchronize files with the system.</p> <p>Workaround: To resume file synchronization, restart the desktop application.</p> |

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| Ref. Number | Component | Description |
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| AW-6179 | File synchronization and sharing desktop applications | <p>Files are not synchronized after maximum file size limit is raised</p> <p>The system does not synchronize files in a user's synced folder if those files are larger than the maximum file size limit. When the administrator raises the limit, some files may now be eligible to be synchronized, but the desktop application does not automatically synchronize them.</p> <p>Workaround: To synchronize the files, move them out of the synced folder, wait for synchronization to complete, and then move them back in.</p> |
| AW-7838 | File synchronization and sharing mobile app for Android devices | <p>Invalid server name error when registering Android application</p> <p>The Android application displays an error when a user attempts to register with an HCP Anywhere system in the .local domain (for example, an HCP Anywhere system named hcpanywhere.local).</p> <p>Workaround: Change the HCP Anywhere system name to include a different domain.</p> |
| AW-9299 | Mobilized data shares | <p>List of NAS servers in Management Console is unresponsive</p> <p>Each NAS server added to HCP Anywhere needs to have a corresponding computer account in Active Directory. After the NAS server is added to HCP Anywhere, if the service principal name for its computer account is changed, the list of NAS servers on the File Sync and Share > Collaboration page fails to load.</p> <p>Workaround: Change the service principal name for the computer account back to its original name.</p> |
| AW-9312 | File synchronization and sharing desktop application for Mac | <p>Sharing a link can open the wrong version of the application</p> <p>On a Mac, a user can install a new version of the HCP Anywhere application alongside an older version, rather than replacing the old version. While in this state, if the user shuts down the HCP Anywhere application and then uses the Services menu to attempt to share a file or folder, the old version of the application may be opened.</p> <p>Workaround: Delete the old version of HCP Anywhere application.</p> |

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| Ref. Number | Component | Description |
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| AW-9374 | File synchronization and sharing desktop application for Windows | <p>Incorrect app icon displayed after upgrade The desktop application icon was updated for release 2.0:</p> <p>Old:  New: </p> <p>When a user upgrades the Windows desktop application to release 2.0, the user may see the old version of the icon in these places:</p> <ul style="list-style-type: none"> • Start menu • Task bar • Favorites menu in Windows Explorer <p>Workaround: To manually update the icon :</p> <ol style="list-style-type: none"> 1. Right-click on the icon. 2. From the menu, click on Properties. 3. Click on the Change Icon button. 4. Select the new icon and click on the OK button. |
| AW-9422 | File synchronization and sharing Android application | <p>App stops when the user tries to return to the Settings screen From the Settings screen in the Android app, a user can access a number of subscreens (for example, the License Information or Help screens). If the Don't keep activities developer option is enabled for the device, when the user accesses one of these subscreens and then attempts to return to the Settings screen, the app stops running and displays this error message:</p> <p>"Unfortunately, HCP Anywhere has stopped."</p> <p>Workaround: Disable the Don't keep activities developer option for the device.</p> |
| AW-9496 | Mobilized Data | <p>Management Console does not display any NAS shares for a NAS server When you add a NAS server to the File Sync and Share > Configuration > Mobilized Data page in the Management Console, the page automatically displays the shares that the server exposes to anonymous users. If the server has several hundred of these shares, the page may not display any shares at all for the server.</p> <p>Workaround: Use the Add Share (Manually) button to add the shares you want.</p> |

Other known issues

The table below lists known issues in the current release of HCP Anywhere for which no workarounds exist. The issues are listed in order by reference number.

| Ref. Number | Component | Description |
|-------------|--|--|
| AW-2486 | File synchronization and sharing desktop applications | <p>Desktop application takes several minutes to alert that it cannot connect to the HCP Anywhere system</p> <p>When the HCP Anywhere desktop application loses connectivity to the HCP Anywhere system, the application can take up to five minutes to alert that it cannot connect. During this time, the application appears to be working normally.</p> |
| AW-3282 | File synchronization and sharing desktop application for Windows | <p>Folder fails to be deleted if it contains files that are currently being uploaded to the HCP Anywhere system</p> <p>In the following scenario, when a user attempts to delete a folder, files in the folder are deleted but the folder itself remains:</p> <ol style="list-style-type: none"> 1. The user creates a folder within the synced folder. 2. The user adds files to the newly created folder. 3. Before the newly added files finish synchronizing, the user deletes the folder. |
| AW-4471 | File synchronization and sharing mobile app for Apple devices | <p>Passcode lock requirements not enforced after restoring to a different device</p> <p>A user can use Apple iTunes to back up and restore the contents of an Apple device. After restoring those contents to a different Apple device, when the user downloads and registers the HCP Anywhere app on the device, the user may be able to use the app regardless of whether the device uses a weak passcode or no passcode at all.</p> |
| AW-4619 | File synchronization and sharing mobile app for Apple devices | <p>Lowering file size limit deletes favorite files from device</p> <p>When a user lowers the Maximum File Size setting, any favorite files that are larger than the new setting are removed from the list of favorites and the local copies of the files are deleted from the device.</p> |
| AW-4667 | File synchronization and sharing | <p>Many concurrent requests for a large file can significantly slow file synchronization</p> <p>If several hundred users attempt to access a single large file at the same time, the HCP Anywhere system immediately services requests for these users. Requests for other files made by a second set of users are queued until the system has finished with the requests for the first set of users. File synchronization for the second set of users is essentially paused during this period of time.</p> |

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| Ref. Number | Component | Description |
|-------------|---|---|
| AW-4746 | File synchronization and sharing mobile app for Android devices | <p>User is prompted twice to reauthenticate</p> <p>While using the HCP Anywhere app on an Android device, the user is occasionally prompted to reenter his or her password. While this prompt is visible, the user can exit and then return to the app. Upon returning to the app, when the user enters his or her password in the prompt, the prompt is incorrectly displayed a second time. The user needs to enter his or her password a second time in order to continue using the app.</p> |
| AW-4853 | File synchronization and sharing mobile app for Android devices | <p>Stopping the app stops all file transactions</p> <p>On an Android device, a user can stop an app by opening the list of active apps and then swiping the app off the screen. When a user stops the HCP Anywhere app in this way, all file uploads and downloads for the app are canceled.</p> |
| AW-5224 | User Portal | <p>Incorrect error when trying to accept a shared folder invitation</p> <p>If a user has any desktop or mobile applications older than release 1.1, the user cannot accept invitations to shared folders. If the user receives and clicks on a link to join a shared folder, the User Portal displays an error message saying that the user does not have permission to access the Portal. This is incorrect; the user has permission to access the Portal, but cannot view or accept shared folder invitations until the user upgrades all of his or her devices.</p> |
| AW-5396 | File synchronization and sharing desktop applications | <p>Desktop applications do not indicate loss of connection after system recovery</p> <p>When HCP Anywhere comes back online after undergoing a system recovery, the system synchronizes any file changes that occurred on user's desktop applications while the system was down. If the desktop application loses connectivity during this process, the application does not display the appropriate alerts.</p> |

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| Ref. Number | Component | Description |
|-------------|---|---|
| AW-5576 | HDI device management | <p>Exported filesystems cannot be imported until data has been migrated to HCP</p> <p>After creating an exported filesystem, if you import that filesystem before its data has been migrated to HCP, users will be unable to view any of the data in the imported filesystem.</p> <p>In this case, the Events tab for the device with the imported filesystem displays these errors:</p> <p style="padding-left: 40px;">Event ID:3842 Device '<i>device-name</i>' encountered error 'KAQX10020' : 'Provisioning failure (keyword: cifscreate, id: KMQM08165-E)'</p> <p style="padding-left: 40px;">Event ID:3842 Device '<i>device-name</i>' encountered error 'KAQX10008' : 'Namespace-sharing synchronization failure (missing data)'</p> <p>Workaround: Verify that the exported filesystem has migrated its data before trying to import the filesystem. To do this, check Health Report tab for the device on which you created the exported filesystem.</p> <p>If you've already created the imported filesystem, delete it. Then import the exported filesystem again after verifying that the data has been migrated.</p> |
| AW-5957 | Active Directory authentication | <p>HCP Anywhere connects to domain controllers that are not in whitelisted domains</p> <p>When using both AD domain whitelisting and domain controller overrides, HCP Anywhere will attempt to contact the domain controllers specified as overrides for Global Services even if those controllers belong to domains that are not in the whitelist.</p> |
| AW-6212 | Virus scanning (through ICAP protocol) | <p>Incorrect filenames sent to virus scanning servers</p> <p>HCP Anywhere may send incorrect filenames to virus scanning servers. For example, the file example.txt may be sent as %2Fexample.txt. In this case, if the virus scanning server is configured to block any file called example.txt, the virus scanning server receives an unexpected filename and does not block the file.</p> |
| AW-6832 | File synchronization and sharing mobile app for Android devices | <p>Possible upload failure when sending a file from another app</p> <p>When you send a file to HCP Anywhere from another app, a notification may appear in the Notification Drawer that says the upload failed. The file may or may not have been uploaded successfully to the HCP Anywhere system. Whether or not this issue occurs depends on the app from which you sent the file.</p> |

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| Ref. Number | Component | Description |
|-------------|---|---|
| AW-8676 | File synchronization and sharing applications prior to release 2.0 | <p>Failed uploads to mobilized data shares appear to succeed</p> <p>A user can continue to use pre-2.0 desktop and mobile applications with an HCP Anywhere system that's at release 2.0 or later. In this case, if the user has access to mobilized data shares, the user cannot view or work with those shares with the out-of-date applications.</p> <p>In a pre-2.0 application, a user can create a folder with the same name as a mobilized data share. The operation appears to be successful, but the folder is not actually created or synchronized. This also occurs for any files that the user adds to the folder.</p> |
| AW-9059 | File synchronization and sharing mobile app for Windows Phone devices | <p>Path length restriction on Windows Phone</p> <p>A user can store a file in HCP Anywhere that exceeds the Windows Phone path length limit but not the HCP Anywhere path length limit. This means that the user cannot download and view the file on his or her Windows Phone.</p> |
| AW-9165 | Mobilized data shares | <p>Successful file upload incorrectly reported as a failure</p> <p>In this situation, HCP Anywhere incorrectly reports a successful file upload to a mobilized data share as having failed:</p> <ol style="list-style-type: none"> 1. A user uploads a large file into a folder in the share. 2. While the file is uploading, another user renames the folder. |
| AW-9285 | File synchronization and sharing desktop applications | <p>Canadian French size units displayed incorrectly</p> <p>When configured to display text in Canadian French, the desktop applications incorrectly display file size units as bytes (for example, MB or GB) instead of octets (such as Mo or Go).</p> |
| AW-9355 | File synchronization and sharing desktop application for Mac | <p>Japanese text not displayed correctly in registration wizard</p> <p>While the app language is set to Japanese, the text on the Cancel button in the registration wizard is incorrectly truncated. This issue occurs only on Mac OSX 10.9.4.</p> |

Getting help

The Hitachi Data Systems customer support staff is available 24 hours a day, seven days a week. If you need technical support, log on to the Hitachi Data Systems Portal for contact information: <https://portal.hds.com>.

Getting help

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