

Hitachi Content Platform Anywhere Enterprise

v5.0.2

Drive Connect Release Notes

This document describes features, licensing information, and known issues for the v5.0.2 release of HCP Anywhere Enterprise Drive Connect.

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HCP Anywhere Enterprise Drive Connect Release Notes

Drive Connect version 5.0.2 (28022)

Resolved Issues

Windows and macOS

- When Smart Synchronization was set, you could not connect when offline.
- When the portal storage node is set with Direct Mode some files were downloaded twice.

Windows

- When installing version 5.0.1 a virus was reported.

macOS

- CTERA Drive Connect always started when logging in to the PC, regardless of the Login Item setting.
- After the PC goes to sleep, CTERA Drive Connect did not resume when the PC awakened.

Known Issues

- When attempting to connect using IPv6 and the attempt fails, there is no attempt to connect using IPv4.
- Copying files to the root level of your mount causes the sync to pause until the files are removed.
- In some cases, when connected to a portal, SSO might not prompt the client mount. If this happens, enter the following URL in the browser:
`https://portal_address/ServicesPortal/activate?scheme=x-cteradriveconnect-action:websso`

Drive Connect version 5.0.1 (27950)

New and Improved Features

- The installation has been improved for Windows installations, by using an msix package.
- The Automatic update option in **Update** in **Preferences** is disabled by default.
- Under **Preferences > Sync** there is a new **Connect Mode: *Integrated***. Integrated mode offers enhanced integration with the local operating system, significantly improving local, LAN, performance.

Note: The *Smart Synchronization* option on Windows requires the additional tools which are installed as part of the installation or upgrade. Use the *Smart Synchronization* in the following situations:

- Mounting the portal as a network drive with a drive letter.
- When a customizable cache location and external disk support is required.

- When streaming large files, such as videos.
- For all other use cases, CTERA recommends using Integrated mode which:
- Provides seamless integration as part of the local operating system.
 - Eliminates the need for cached stubs before deletion or after renaming.
 - Improves NT-ACL and WORM preflight checks.
 - Enhances search capabilities with both macOS Finder and Windows File Explorer.
 - Includes a new status icon column for files and folders, indicating the current status for each item.
 - Displays a progress bar of a file being opened.
 - Significantly increases performance when opening files online.
 - Introduces a new activity interface displaying current client activity.
 - macOS:
 - Improves local performance.
 - Enables caching online files without pinning them (keep offline).

To enable Integrated mode for existing connections:

1. For each connection you want to set with **Integrated** mode click **Edit Bookmark**.
2. Change the **Connect Mode** field from **Smart Synchronization** to **Integrated**.

Drive Connect version 4.17.4 (22698)

New and Improved Features

- The throughput when transferring many files has been improved.

Resolved Issues

Windows and macOS

- Repeated connection reset errors from the server caused unresponsive volume.
- Client was stuck without the option to complete actions.
- Many conflict folders were created when uploading a folder.
- User cannot connect to portal when using Drive Connect.
- The password when using bookmarks was lost.

macOS

- Unnecessary elevated permission prompt for administrative privileges when copying files to read-only folder.
- Finder.app freezes when working with large files.
- Permission denied error adding files to Git repository.
- Prevent setting the same location for mount and cache location.
- Preset default folders when choosing custom mount or cache location.
- Memory leak opening many files.
- Read-only instead of elevated user prompt in Finder when missing permissions.

Drive Connect version 4.17.1 (22545)

New and Improved Features

- Write operations with unsupported characters in the filename are prevented.
- Performance improvements when opening Microsoft PowerPoint files.
- Temporary files are now saved in the in the cache location, set in Preferences > Sync.
- Data that exceeds the local cache size is now evicted every hour instead of every 24 hours.

Resolved Issues

Windows and macOS

- When there is a problem connecting to a portal using SSO a popup window is displayed to clarify the issue.
- Concurrent mount and unmount operations resulted in the mount being stuck for a few minutes.
- The error that was displayed when opening a read-only file is now only displayed if you try to save the file.
- When opening a read-only file a temp file was created and the red cross overlay icon remained on the file.
- Data that was being uploaded while the folder was being modified was being deleted from the cache.

Windows

- Windows File Explorer became unresponsive after attempting to open a video stub file.
- Moving an offline file could crash HCP Anywhere Enterprise Drive Connect.

macOS

- A popup error window was displayed in macOS Finder whenever Internet connectivity was lost.
- Copying a large file from macOS Finder to HCP Anywhere Enterprise Drive Connect or unzipping a large file in HCP Anywhere Enterprise Drive Connect, failed, with *error 79*.
- Copying a file from HCP Anywhere Enterprise Drive Connect to the macOS desktop failed with *error 38*.
- Opening a read-only file removed the file from the local view and generated random folders.
- Favorite item in the Finder sidebar were not removed for open connections when quitting the application.

Drive Connect version 4.16.3 (22374)

Resolved Issues

- The folder badge showed *In Progress* after selecting a folder to keep offline.
- Keeping files offline did not work consistently.
- An error was displayed when renaming a read-only subfolder.
- Synchronization could not be resumed when it was paused by a network error.
- Some users were getting an Adobe Premiere project modified error.
- After a server connection was interrupted, an error message was displayed in macOS Finder.
- A duplicate conflict file was generated after exporting a video from Adobe Premiere.
- The files from the portal were not always displayed in Microsoft File Explorer nor macOS Finder.

Drive Connect version 4.16.2 (22310)

New and Improved Features

- A notification is displayed when sync is paused.

Resolved Issues

- After opening a zip file, an empty folder was created which was synced to the portal.
- The mount disconnected after inactivity for a long time.
- Some users were getting an Adobe Premiere project modified error.

Drive Connect version 4.16.1 (22256)

New and Improved Features

- (macOS platforms) NFS read throughput has been improved.

Resolved Issues

- The following issues only occurred in rare scenarios:
 - Temp file generated when using Adobe After Effects were not removed from disk.
 - User lost changes to work done on files in Adobe InDesign.
 - Syncing files to and from the portal did not work.
 - Mount was empty due to an authentication timeout.
 - HCP Anywhere Enterprise Drive Connect users were regularly receiving server connections interrupted.
 - The cloud folder was stuck in syncing mode when it was saved offline.
 - You were unable to keep folder offline.
- (macOS platforms) You could not dismiss the share prompt window.

Drive Connect version 4.16.0 (22153)

Resolved Issues

- Syncing entered a loop and folders were deleted.
Note: This critical issue might have caused other issues like offline files getting randomly removed.
- (macOS platforms) Mounted volumes were not displayed on the desktop.

Drive Connect version 4.15.7 (22047)

The following new features have been included:

- NT-ACL and WORM support has been implemented on the Windows Client level.

The following bugs have been fixed:

- Windows and macOS platforms:
 - Syncing paused intermittently even without user intervention.
 - File operations were delayed due to a limit in the connections to the portal.
 - The drive connect mount was stuck when a large file was kept offline.
 - After renaming the cloud folder in HCP Anywhere Enterprise Drive Connect, the stub file disappeared.
 - Application was stuck in Pause mode.
 - Many conflict folders were created.
- macOS platform:
 - When clicking on show in an error notification, nothing was displayed.
 - An error was displayed when trying to open Adobe Premiere project from the Drive Connect mount.
 - When copying a large file between folders inside the Drive Connect mount, the mount was stuck.

Drive Connect version 4.15.3 (21820)

The following new features have been included:

- Performance when listing folders has been improved.
- When the portal is not reachable, synchronization is paused.

The following bug has been fixed:

- The issue for users running macOS 13 or macOS 14 on Intel that occurred when mounting volumes has been fixed.

Drive Connect version 4.15.1 (21679)

The following new features have been included:

- The **Update** preferences settings for macOS includes **Check Automatically download and install updates**. When checked new versions are automatically installed when the user quits HCP Anywhere Enterprise Drive Connect.
- When trying to sync files with illegal characters or too long names, a clear error message is issued stating that you cannot copy some of these items because their names are too long for the destination volume. You are given the choice of canceling the copy action or skipping the illegal files and continue copying the other files.

The following bugs have been fixed:

- Indexing issues on both Windows and macOS. As a result, the constant refresh of the folder structure, when changing a directory no longer happens.
- Exporting mp4 projects in Adobe Premier no longer results in a strange file extension.
- When the server is offline you cannot connect the volume with the default path.

Hitachi Vantara

Corporate Headquarters 2535 Augustine Drive
Santa Clara, CA 95054 USA www.HitachiVantara.com community.HitachiVantara.com

Regional Contact Information

Americas: +1 866 374 5822 or info@hitachivantara.com

Europe, Middle East and Africa: +44 (0) 1753 618000 or info.emea@hitachivantara.com

Asia Pacific: +852 3189 7900 or info.marketing.apac@hitachivantara.com

