FibreJet® Users Guide

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Contents

1: Introduction

Welcome to CommandSoft® FibreJet® for Windows

PLEASE READ THE README FILE IN THE INSTALLER FOR THE LATEST CHANGES ADDED SINCE THE LAST BASE BUILD THAT MAY NOT BE REFLECTED IN THIS DOCUMENTATION.

CommandSoft's FibreJet® software is a powerful all-in-one storage area network (SAN) solution designed to handle the high demand shared-storage needs of video, film, commercials, publishing and graphics professionals. With FibreJet, multiple cross-platform computers can directly access network storage at the same time safely. FibreJet uses volume mount filters and a coherent storage based status repository to provide access control on a shared storage network. FibreJet can control NTFS and FAT file systems. FibreJet for Windows supports cross-platform Apple HFS+ file systems by using MediaFour's MacDrive (GPT or APM) product or Paragon's HFS+ product (GPT partitioning only). Alternatively, on the Macintosh side, you can purchase Paragon NTFS and utilize NTFS (read-only or read/write functionality) and FAT file systems to achieve cross platform functionality…the choice are yours. If you use exFAT file systems, then you can natively achieve cross-platform without any third party product.

Post Production Editing Room
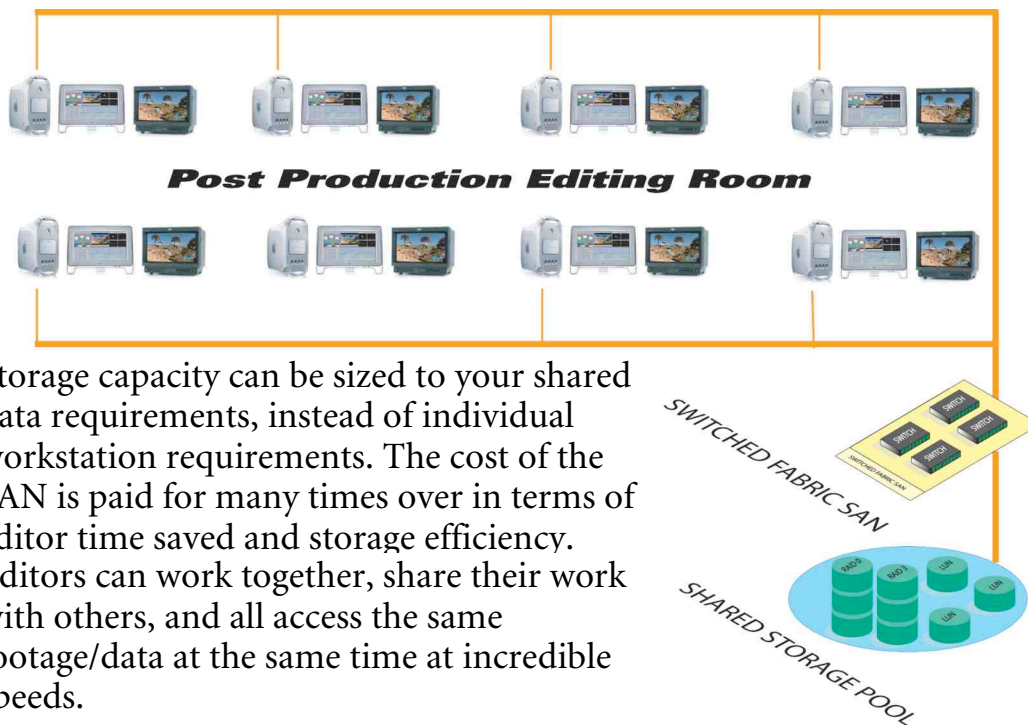
Storage capacity can be sized to your shared data requirements, instead of individual workstation requirements. The cost of the SAN is paid for many times over in terms of editor time saved and storage efficiency. Editors can work together, share their work with others, and all access the same footage/data at the same time at incredible speeds.

Multi-reader, single writer

FibreJet is a multi-reader, single writer storage network. This means that many computers may read data (even the same data!) from a single FibreJet volume at the same time. However, only one computer may be writing to a particular volume at a time. FibreJet manages the ability of computers to write to the same volumes, without interfering in any way with the flow of data to or from the storage. FibreJet ' Users' and 'Projects' provide greater control over which volumes can be accessed on a SAN. Projects provide low-level security and can be used to hide a large number of volumes from the user.

FibreJet® software is critical to the SAN because it dynamically manages file system traffic so that data is safe and doesn't get clobbered when everyone tries to write to the storage. It does this transparently, dynamically, and doesn't require any administration in the daily use and reconfiguration of the network. Additionally no computer station restarts are required to make changes. Without FibreJet®, this would not happen.

Multi-reader, Mutli-writer

CommandSoft's FibreJet® 5.0 has been designed to integrate with Apple's build into the OS X, Xan and Quantum's Store-Next File System (on the Windows side), giving FibreJet the capability to manage multiple read/write file systems as well as its traditional types of file systems (muti-reader, single writer). Utilizing this capability comes with more cost and requires a Metadata Server computer at a minimum, as well as a separate metadata network and additional setup and maintenance steps.

2: Using FibreJet®

To start FibreJet, double click the FibreJet application shortcut icon located on the desktop.

Upon launch, the FibreJet Volumes window will show all the FibreJet controlled storage that is available to the user. Missing volumes and volumes secured in password protected projects are typically not shown in this window by default. However, if there are cross-platform volumes on the SAN and the seat is not licensed for cross-platform use, they will show as "unlicensed" rather than "missing". The display for every volume includes the volume icon, drive letter, name and size, as well as the current 'writer' and local mount status.
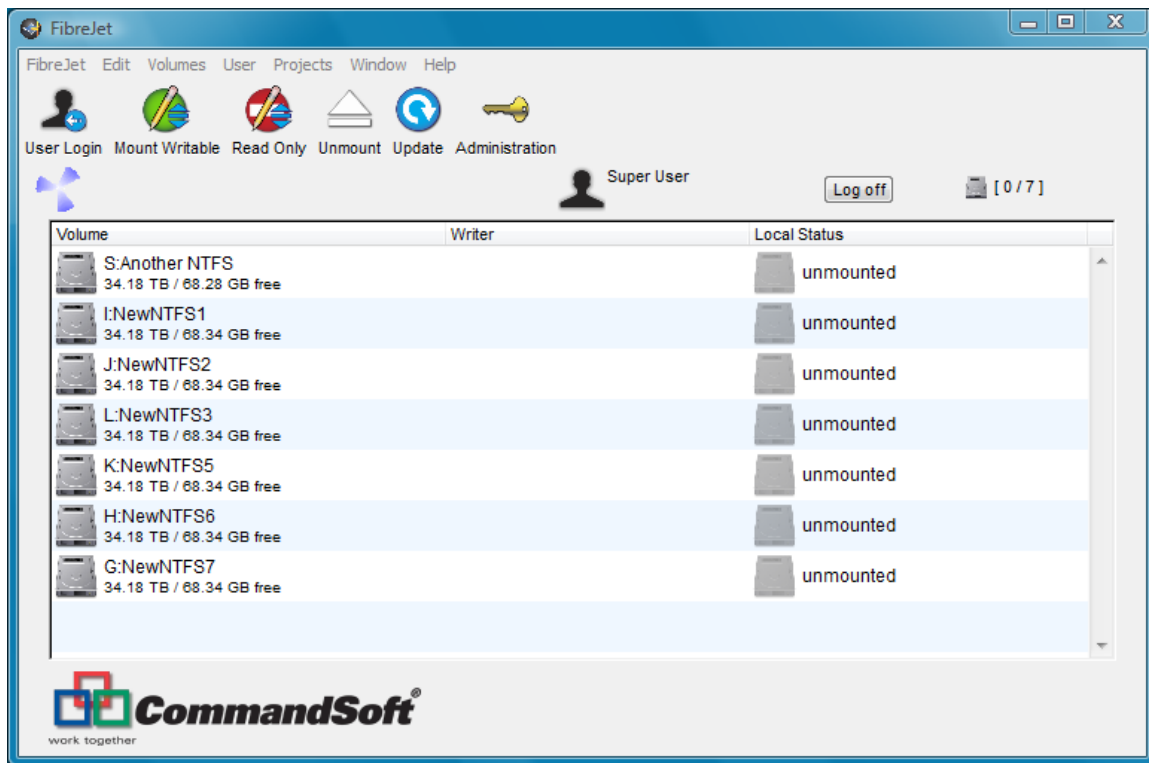
The FibreJet Volumes window

Logging in as a User

Before accessing any FibreJet® storage one needs to be logged in as a FibreJet® User. To log in as a new or different user, select *User Login…* from the toolbar or application *User* menu.
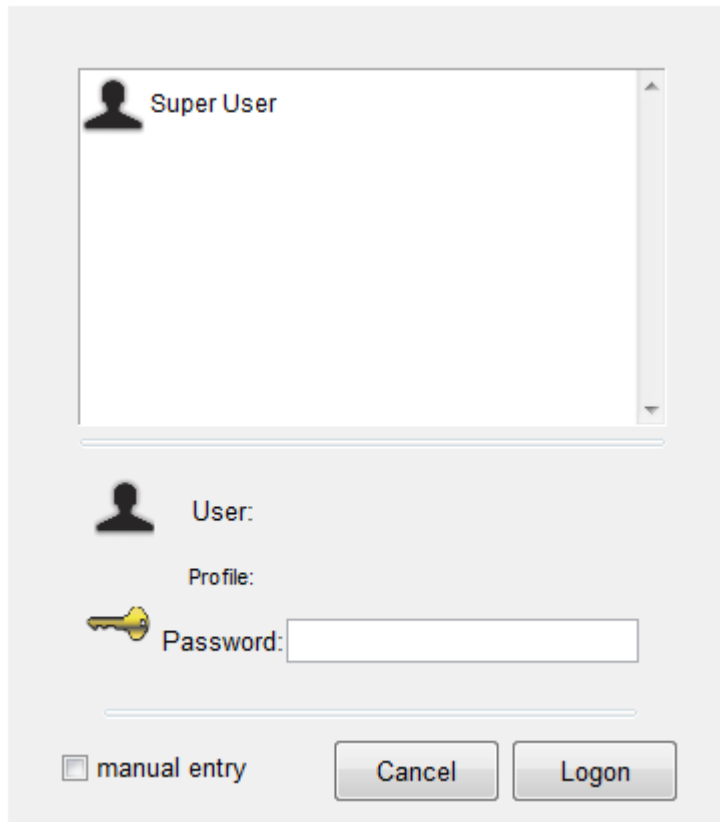
FibreJet User Login Window

Once logged in as a valid User, Volumes and Projects configured for this User will appear in the interface. The user name and available mount profiles will appear below the toolbar.

Automatic User Login

FibreJet® offers an auto-login function. When the FibreJet® application starts up, it will attempt to login as the last User and profile run. This feature can be deactivated as described in the *FibreJet® Administration Guide* on a per user basis, or by logging the user out before quitting FibreJet®.

Mount Profiles

Associated with a FibreJet® User can be any number of User-definable Project and volume configurations called 'Mount Profiles'. Users can save or load mount profiles at any time. This allows Users to quickly change between complex volume configurations on any station connected to the SAN.

Loading a Mount Profile

Mount profiles may be loaded in a number of ways. A mount profile may be selected whenever a new user is logging in. Profiles may be loaded by selecting from the pull down profile list in the application window. Profiles may also be loaded from the *Profiles* panel accessible from the application *Users* menu.

Saving a Mount Profile

To create a mount profile, press ctrl-S or select *Save Current State as Profile* in the application *Users* menu. The panel shown below should appear. This sheet displays the login and mount states for Projects and Volumes as currently configured. These are the states that will be saved to the new profile. The states are not editable in this window. Type a unique name in the editable name field, press *Save Profile* and the current User has a new mount profile.
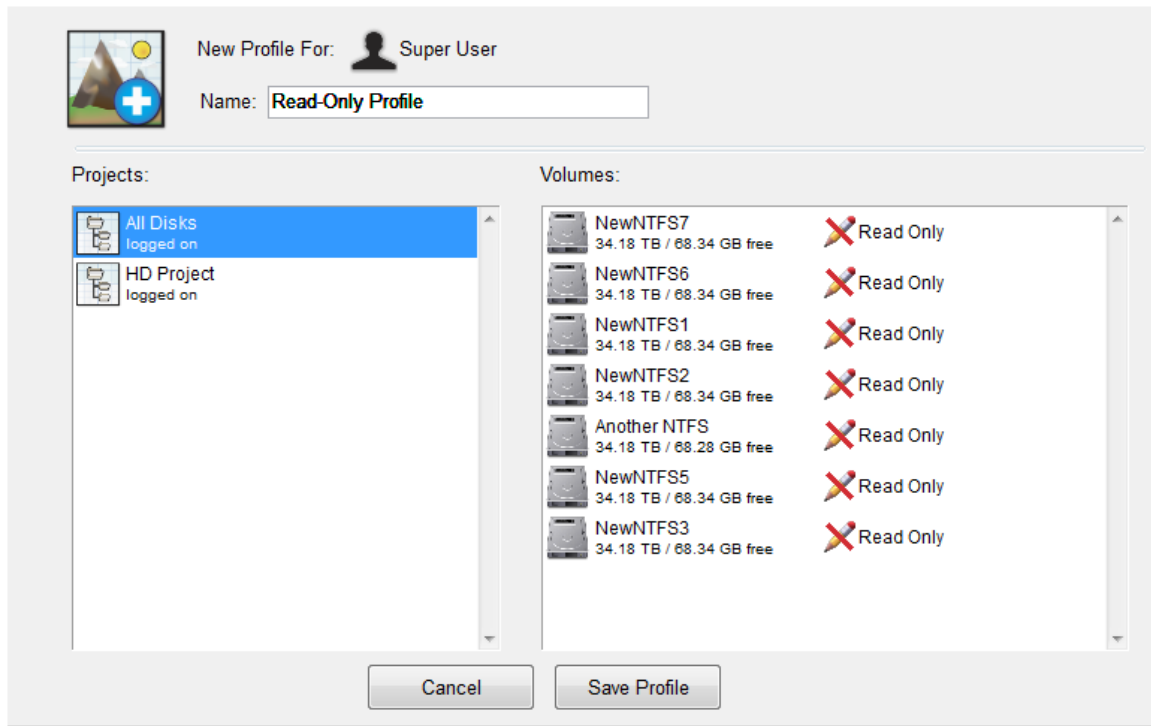
Add new Mount Profile Window

Changing a Mount Profile

To change a mount profile, use *Save State as Current Profile* from the application's *Users* menu. This will save the current volume mount and project states to the currently selected profile.

Showing a Mount Profile

You can show Mount Profiles for a given User and load them or delete them also using the *Show Mount Profiles command* from the application's *Users* menu.
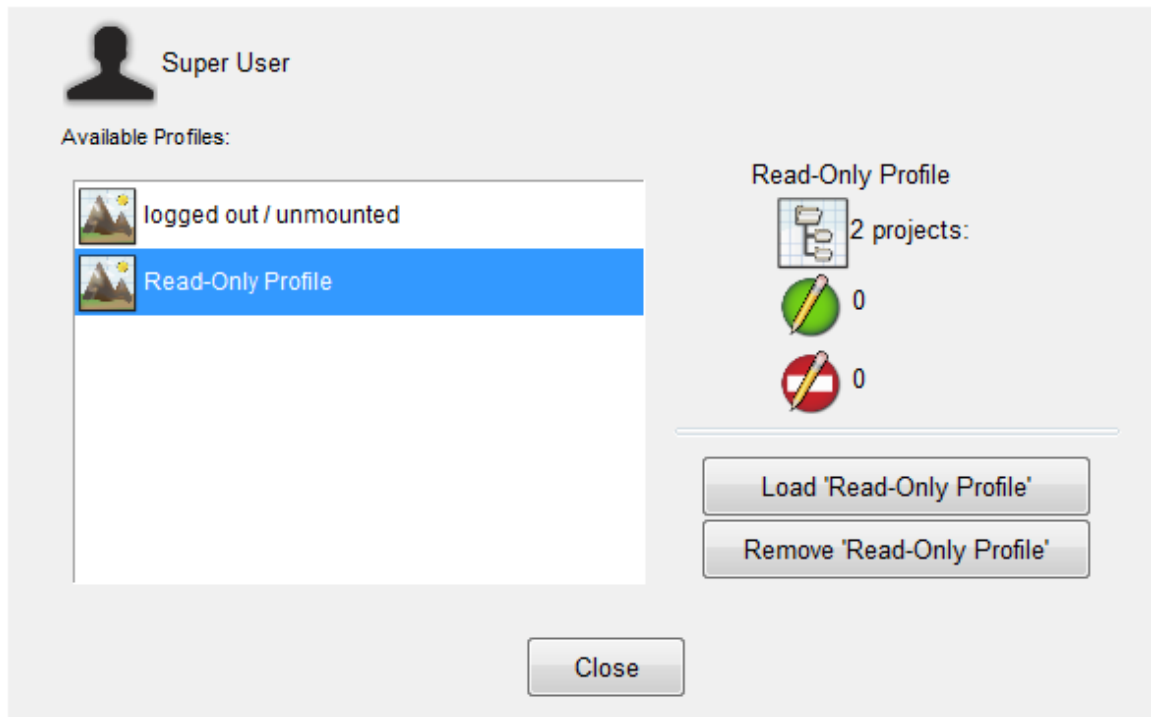
Show Profiles for a Given User Window

FibreJet® Projects

FibreJet® volumes can be grouped together in projects. Users may have projects 'open' or 'closed'. Only volumes in currently open projects will be visible in the main FibreJet® interface. Users and projects may be configured for read-only access or auto-open. FibreJet® volumes may belong to multiple projects. For volumes in multiple open projects, the least restrictive permission settings will apply.

Projects may be opened with *Open Project…* from the application *Projects* menu. Double-clicking on the project item, clicking the *Open* button, or pressing <return> in the resulting panel will open the selected project, and allow access to member volumes.
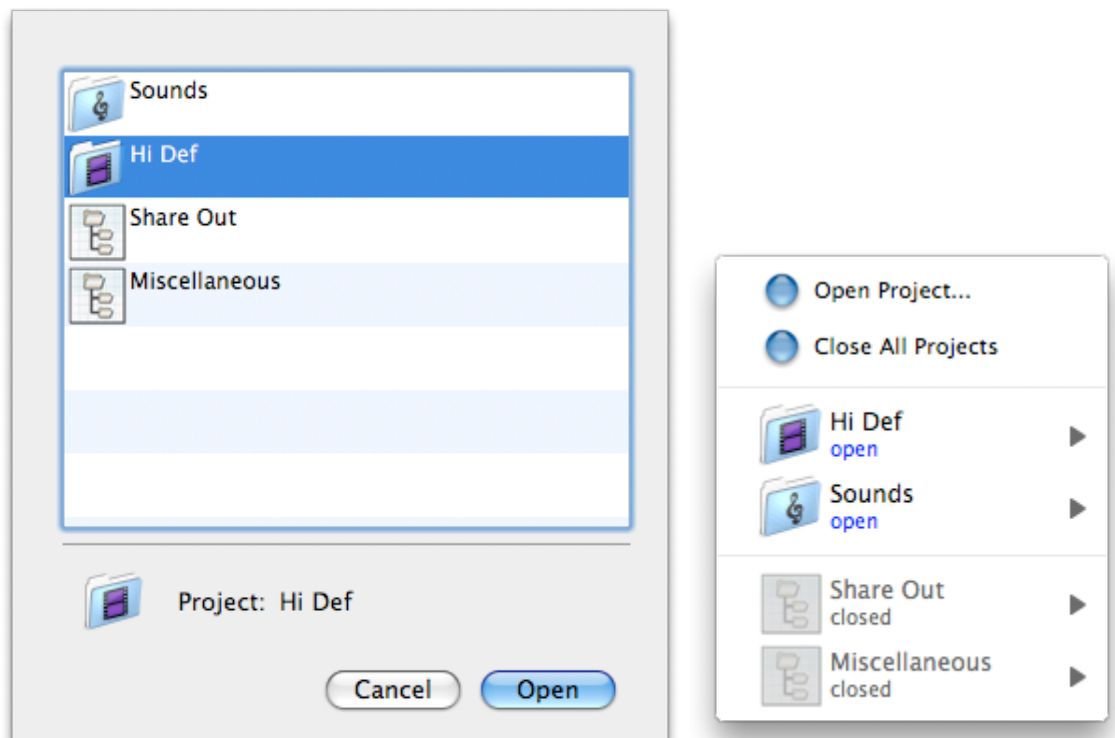
Open Project Panel and Projects Toolbar Menu

3: Using FibreJet® Volumes

Changing volumes mount and write status

Changing mount and write status is at the core of what FibreJet® does. FibreJet® provides a number of direct and indirect ways to change volume mount or write status. Methods, which operate on volumes that are currently selected in the volumes display panel, include:

1. The contextual menu in the volumes table display.

2. Double clicking selected volumes.

3. Clicking the corresponding toolbar button.

4. The application *Volumes* menu or command-key equivalents.

Grab Write Access [1 / 1]
Grab Exclusive Access [1 / 1]
Mount Volumes [1 / 1]
Mount AVID enabled read only [1 / 1]
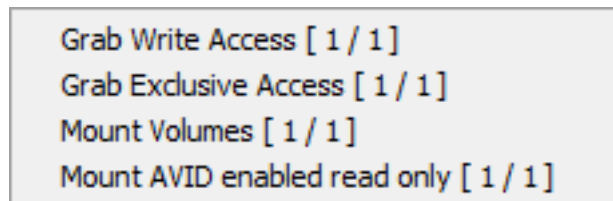
Volumes table contextual menu

NOTE: Once a volume is mounted, FibreJet® does not interfere in any way with read or write transactions to the volume. A mounted FibreJet® volume is treated the same as any ordinary direct attached volume by the OS.

Manually Updating Volumes

Volumes may be updated by selecting *Update* from the contextual menu on the volume table, from the application *Volumes* menu or as part of the auto-update timer cycle.

Grab Exclusive Access [1 / 1]
Release Write Access [1 / 1]
Unmount Volumes [1 / 1]
Update Selected [1 / 1]
Mount AVID enabled read only [1 / 1]
Open Window in Finder [1 / 1]
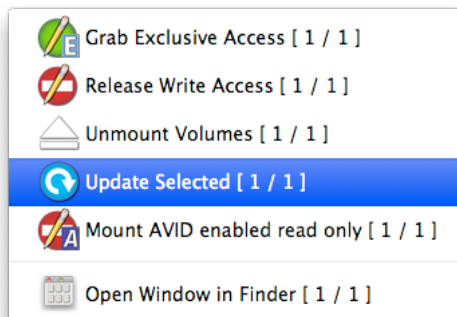
Update Selected Volumes

If a read-only volume is not updating correctly, it may be that filesystem changes have not been flushed on the writer side. To flush any changes and increment relevant modification counters, unmount the writable volume or select Publish Write Modified Changes in the application Volumes menu on the owner/writer station. Now, update the corresponding read-only volumes on other stations as needed.

Auto-Updating

FibreJet® provides an auto-update feature which can update volumes on a regular basis. The auto-update timer is accessible from the Preferences panel.

Auto update timer controls

FibreJet® maintains a write modification counter for every volume. When the auto-update timer fires, the modification counter is checked for every read-only mounted volume. If the modification counter has changed the volume will be updated as described earlier. Likewise, every writable volume will be checked for filesystem modifications and will flush to disk and increment its own modification counter.
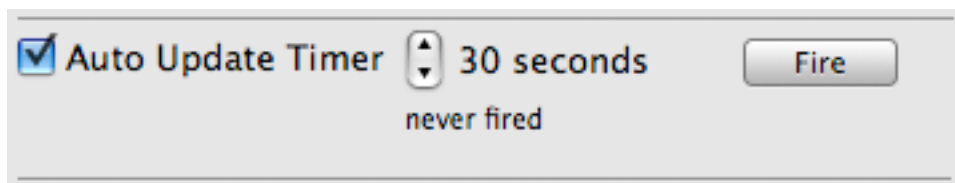
Open files affect ability to unmount volumes

If you have open files in an application from a volume and you are trying to do something in FibreJet® (such as update, grab, or unmount etc…), FibreJet® may report that it is unable to perform the operation. This could be due to some software on the system, such as an application, having an open file on that volume. You should close the open files and retry the operation. Please read *FibreJet® Administration Guide 6: FibreJet® Best Practices* for more information about how to determine what is holding a volume open, preventing it from being able to unmount.

Requesting write access from another user

To request write access to a volume that is already controlled on another station, simply try to grab write access as described previously. The volumes in question will mount read-only and a sheet will appear asking if you wish

to request write access from the current writer. Type a message for the other user in the space provided and click *Request Access* to send the request.
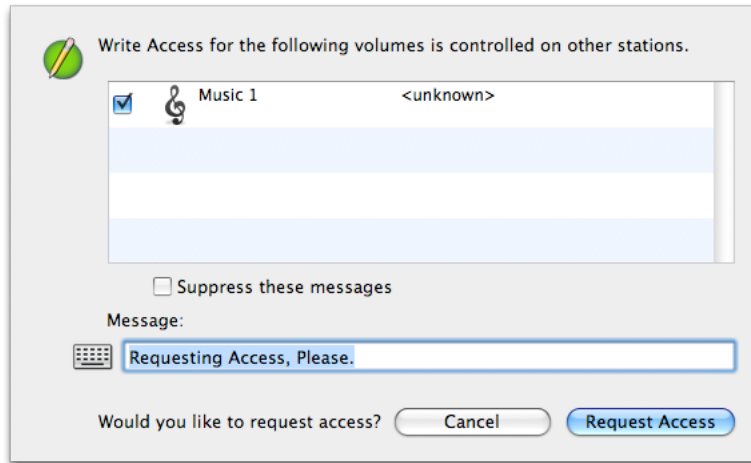
Requesting volume write access

A station that is not currently connected to the network may sometimes hold Write access. This can happen if the station crashes, or is disconnected from the storage. In these cases, an administrator can force release of the write access. See *FibreJet® Administration Guide* for more information.

NOTE: If the other user holds the file system in question exclusively, you will not be able to request write access using this method.

Responding to an access request

Shortly after write access is requested for a volume that is controlled on the local station, a sheet will appear relaying the message with an option to grant or deny the requested access. *Grant Access* will remount the volume read-only, release the write access and send a message confirming the release to the requestor via the FibreJet Database on the SAN.
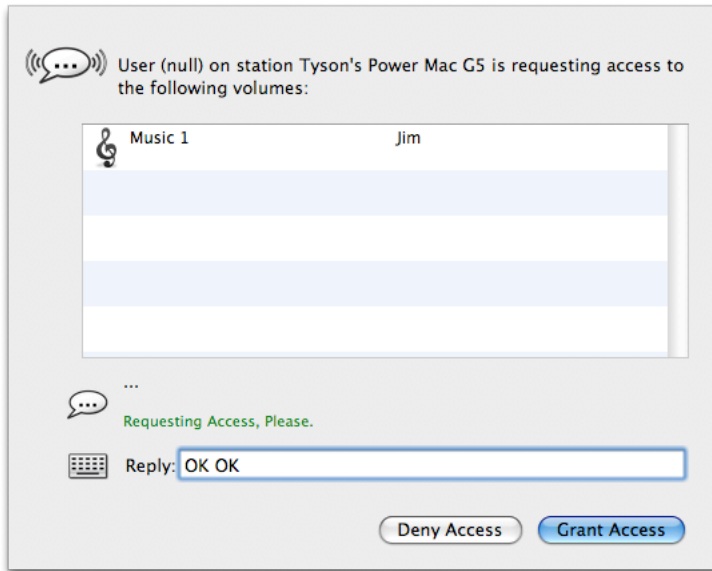
Grant or deny access

Request Confirmation

Shortly after access is granted or denied, the requesting station will receive confirmation and display the following panel. If access has been granted, the volume will remount as writable, and the requester will have control. If no response is received within 5 minutes the request will expire and the messaging semaphore will be released.
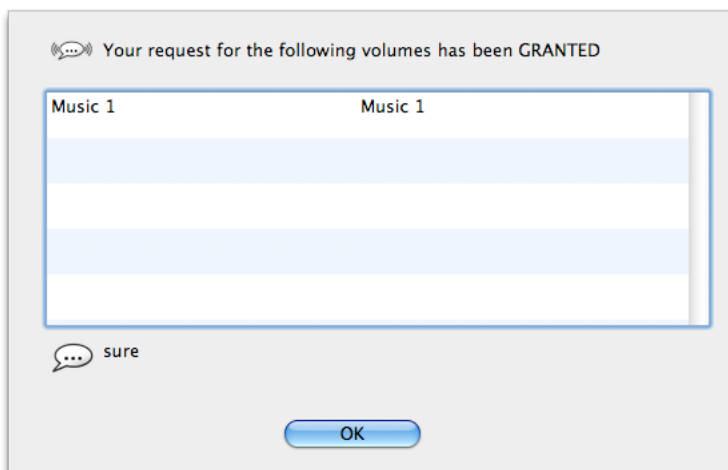
Access grant confirmation sheet

Problems mounting Read-only volumes

Sometimes a volume will report that it is unable to be mounted Read-only. This is normal, especially with NTFS formatted volumes, and occurs often when the volume is in a certain state involving the file system playback journal, which protects the integrity of the file system. If you get an error message such as this, suggesting the volume may not be in stable state, you should try each of following:

- Try mounting the volume read-only again several times.

- Try mounting the volume read-only after the user that has it mounted writable unmounts it.

- Mount the volume writeable yourself first, then try mounting it read-only.

- Mount the volume writable, copy a small file, such as a text file to it, then unmount it, and then try mounting it read-only.

- Mount it writable, enter Volume Maintenance Mode, run a file system checker on the volume, such as CHKDSK with the /F option or the built in repair routine, and then leave Volume Maintenance Mode, unmount it, and then try mounting it read-only.

Updating volumes

Volumes that are mounted read-only may need to have their cached file system information occasionally refreshed. This process is referred to as 'updating' a volume. This is simply accomplished by unmounting and remounting the read-only volumes.

Volumes may be updated by selecting *Update* from the contextual menu on the volume table, from the application *Volumes* menu or as part of the auto-update timer cycle.

```
Grab Write Access [ 1 / 1 ]
Grab Exclusive Access [ 1 / 1 ]
Mount Volumes [ 1 / 1 ]
Mount AVID enabled read only [ 1 / 1 ]
```
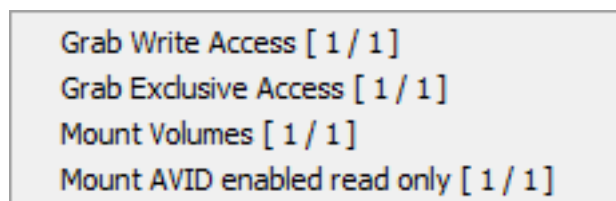
Update Selected Volumes

Sometimes an unmount might fail. The user must make sure all files are closed on the volume; all windows explorer windows are closed and then explicitly unmount the volume before remounting the volume again.

Updating a read-only volume is needed after another user writes to the volume over the SAN. To maintain the latest information between the write user and read-only users, the user with write access can perform an Update on their volume which causes all cached write information to be flushed to the physical disk. Then, the users with read-only access can perform an update to the volume. Upon completion, the updated volumes will reflect the current file system states and contents. If the step is skipped in which the write user updates the volumes, then the read-only users might be slightly out of date when they update their read-only versions of the volumes.

WARNING: When a volume is updated, it will reflect the file system that is completely written to the disk by the writer. If the file system has not been completely flushed by the writer, the updated read-only volume may not be completely up to date. You can guarantee that a write volume is completely flushed by either updating it, just as you would a read-only volume, or unmounting that volume on the writer station.

The 'Update Readable' command in the Volumes menu unmounts and remounts the selected volumes.

Volumes may be updated by selecting *Update* from the contextual menu on the volume table, from the application *Volumes* menu or as part of the auto-update timer cycle.

If a read-only volume is not updating correctly, it may be that filesystem changes have not been flushed on the writer side. To flush any changes and increment relevant modification counters, unmount the writable volume or select Publish Write Modified Changes in the application Volumes menu on the owner/writer station. Now, update the corresponding read-only volumes on other stations as needed.

4: FibreJet® Preferences Panel

The FibreJet® preferences panel is accessible by selecting *FibreJet Preferences…* in the application menu. This panel contains settings that control the application timers and general application behavior.

Database Timer

If checked, the database timer will fire at the indicated frequency and FibreJet® will communicate with the database, updating information, messaging and states. The frequency can be changed using the stepper control, and may be fired immediately with the *Fire* button.

Auto Update Timer

If checked, the auto update timer will fire at the indicated frequency. The auto update timer checks for file system changes to update for read-only volumes.

Auto update timer controls
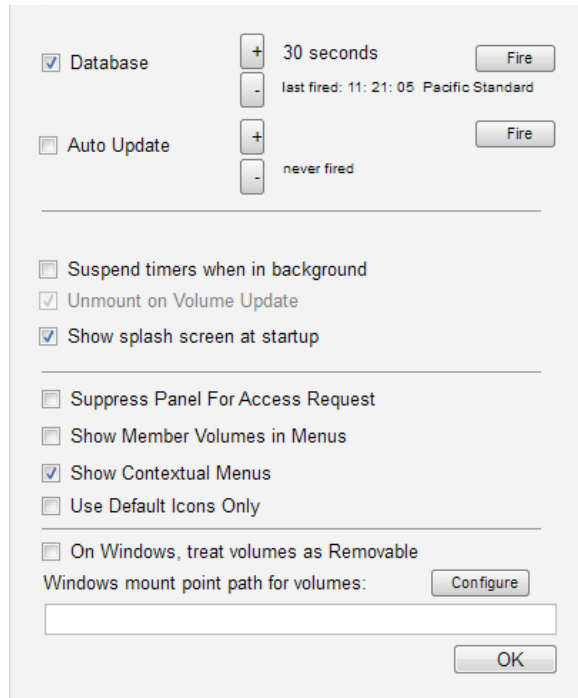
The FibreJet Preference Panel

Suspend Timers in Background

If checked, the timers will not fire when the FibreJet® application is in the background.

Show Splash Screen At Startup

If checked, the startup splash screen is shown at launch.

Suppress Panel For Access Request

If checked, it will suppress the prompt for requesting write access to a volume. This can be useful if you do not want to be disturbed by write access requests. Etiquette within your work environment would probably determine usage.

Show Member Volumes in Menus

If checked, certain contextual menus (e.g. toolbar popups) contain lists of member volumes. Users displaying many volumes may find this unwieldy.

Show Contextual Menus

If checked (default), contextual menus will be fully populated.

Use Default Icons Only

This selection disables the ability to display custom icons.

On windows, treat volumes as Removable

If checked, when the computer boots, FibreJet managed volumes will mount as Removable media. This means they will be displayed under the Removable media section of an explorer window. Some applications benefit from this mode of operation. One use of this is for some Avid workstation that allow read-only mounted media to be refreshed without quitting out of the Project by ejecting all removable media, which then immediately remounts it refreshed with the latest files. Some applications however will not function correctly on Removable media volumes. If this option is unchecked when the computer boots (the default), it will treat the FibreJet managed volumes as normal media. You must save the preferences changes and reboot for this option to take effect on the local machine.

Configure mount point button

The Configure FibreJetVols mount point button will bring up a dialog window that will allow the user to set the path for the FibreJetVols folder.

Persistence of volume states

The first time you use FibreJet, all of the volumes should remain unmounted and you should be logged into the All Disks Project. Each time the FibreJet application shuts down, certain volume and Project state information will be saved. This will include a volume's display icon and size, as well as, the current mount and write state, and Project login state.

When FibreJet starts, it will attempt to restore the last known state. FibreJet will attempt to mount the volumes and log in to the Users and Projects that were previously mounted and logged into. This auto-mounting behavior may be disabled through the use of 'Always Require Login' Projects as described in the *FibreJet Administration Guide*.

Open files affect ability to unmount volumes

If you have open files in an application from a volume and you are trying to do something in FibreJet (such as update, grab, or unmount etc…), FibreJet may report that it is unable to perform the operation. This could be due to some software on the system, such as an application, having an open file on that volume or an open window. You should close the open files or windows and retry the operation. FibreJet provides a mechanism to force the operation, but it is typically not recommended due to the effects that dangling open files can have on the applications that use them. Please read *FibreJet® Administration Guide 6: FibreJet® Best Practices* for more

information about how to determine what is holding a volume open, preventing it from being able to unmounts

Automated mount points and FibreJetVols directory

FibreJet automatically creates mount points for any mounted FibreJet file systems that support mount points (i.e. NTFS). FibreJet volumes are by default placed at the root of the boot drive in a folder called FibreJetVols. The FibreJetVols folder path can be specified by the user in the Preferences window. Additionally, mount points can be manually created as normal.

5: Reference

FibreJet® Menu
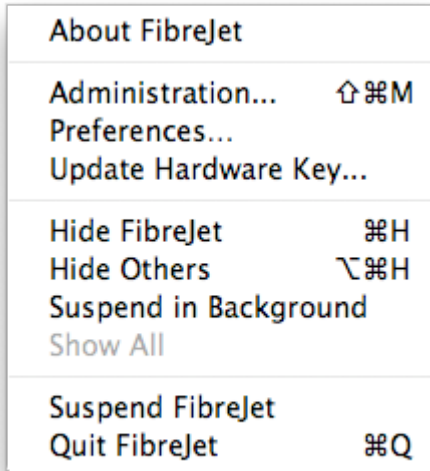
FibreJet® Menu

About FibreJet®

Displays information about the Application.

Administration...

Used to access FibreJet® administration functionality. See *FibreJet® Administration Guide* for more information.

Suspend FibreJet®

To suspend FibreJet®, select *Suspend FibreJet®* from the FibreJet® menu on the application menu bar. If FibreJet® is suspended, you can resume operation by selecting *Resume FibreJet®* on the same menu. The messaging mechanism will be disabled while FibreJet® is suspended.

Preferences...

Please read chapter *4: FibreJet® Preferences Panel* for a full description of these options.

Update License

Used to enter codes to enable more features on the FibreJet® hardware key.
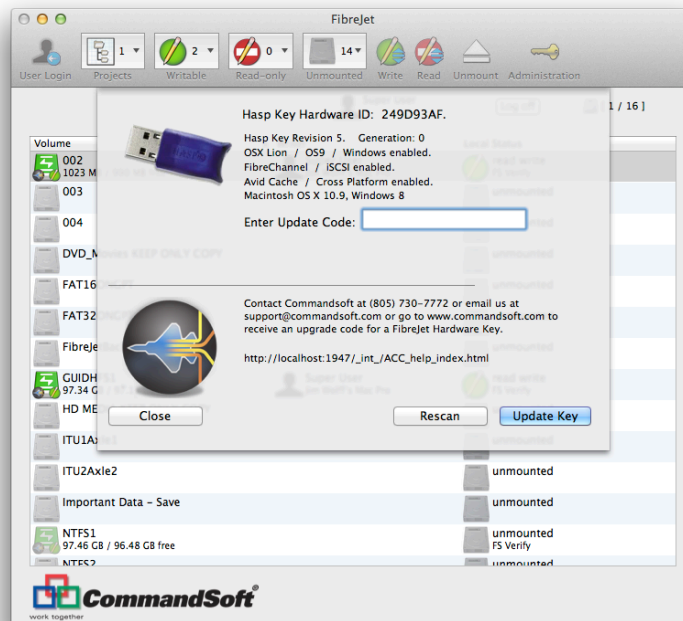
Hardware key update sheet

The preferred method for updating the hardware key is to use the FibreJet® System Preference panel, rather than this command.

Suspend In Background

When checked, this will shut down FibreJet® activity when the application is in the background. This includes the auto updating, the database update and new disk-polling timers. The default setting is off. This also disables the messaging feature.

Quit FibreJet®

To quit FibreJet®, select *Quit* from the FibreJet® menu on the application menu-bar. You will be prompted to confirm the termination of the application. Upon confirmation, FibreJet® will pause to save user preferences and unmount and release all FibreJet® volumes.

Volumes Menu
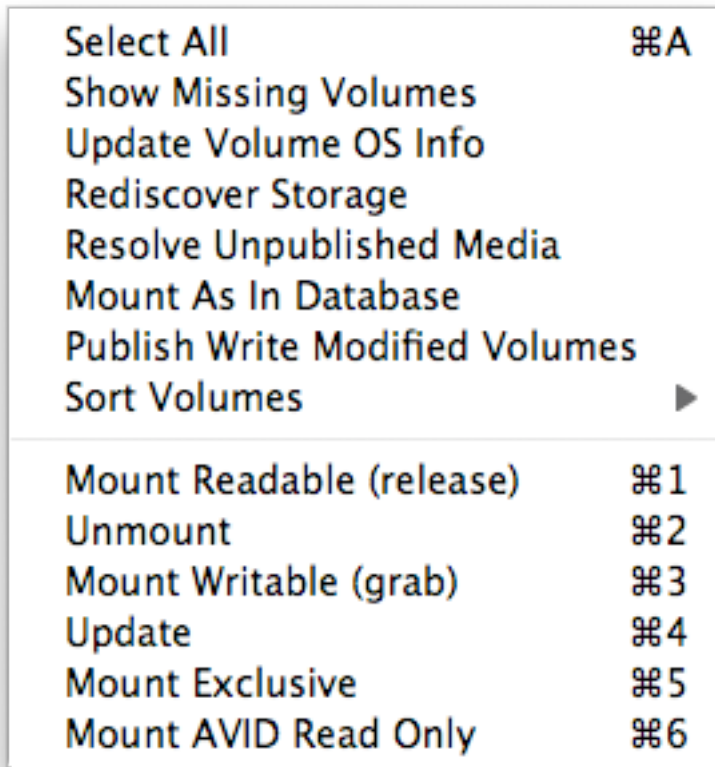
FibreJet® Volumes Menu

Select All

This command will highlight all volumes currently displayed in the volumes window. When performing operations on the selected volumes, the user may hold command-period to abort the pending operations.

Show Missing Volumes

When FibreJet® cannot locate volumes that have previously been under its control, the application will not display those volumes in the volumes window. When this option is selected, the volumes will reappear in the list with the text "missing" below the volume name. If they are later discovered dynamically, the missing indication would be removed. If volumes are missing that will never reappear because they have been permanently removed, they can be permanently removed from the database in the Administration mode.

Update Volume OS Info

This command updates the display to reflect any changes in the volumes names or available free space. It attempts to get the correct display volume for the icon.

Rediscover Storage

The only time a user needs to use this command is if another user repartitioned some storage and this user wishes to recognize the repartitioned storage without rebooting their computer. This command can take a long time to run as it unmounts all the storage and rediscovers everything on the SAN.

Sort Volumes

This allows the volumes in the user window to be sorted by Name, Size, Free Size, Owner, or Status.

Assign Drive Letter

This allows you to assign drive letters to volumes from within FibreJet.
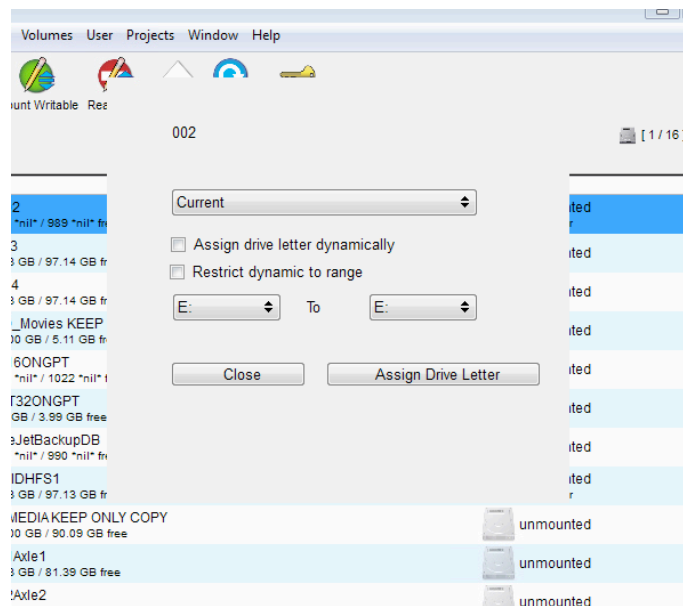
Volumes > Assign Drive Letter command

FibreJet also supports the powerful feature of Dynamic Drive letter assignment, which allows floating drive letter assignment based on availability. This is useful in SANs that have more volumes than drive letters, and provides a way to reuse the drive letter for another volume once it is

unmounted. You may also use the Restrict dynamic to rage checkmark and specific a lower and upper drive letter range to limit the dynamic assignment for a volume to a specific range.

You may also use mount points, instead of drive letters. The path for mount points is specified in *FibreJet > Preferences*.

Repair Selected Drives

Administration > SAN Health Checking as well as *Volumes > Info* commands from within administration now control this command. There you can configure regularly scheduled file system repairs with email notifications as well as on-demand file system repairs each time the volume is mounted writable if you want.

Mount Readable (release) -1

This mounts the selected volumes with Read-Only access.

Unmount -2

This unmounts the selected volumes.

Mount Writable (grab) -3

This mounts the selected volumes with Write access.

Update -4

This will Update (unmount/remount) the volume Read-Only (or Avid Read-Only if this was the mode it was in). If the unmount fails, it will try to update using the mount-reload method. If *Unmount on Volume Update* is unchecked in the Preferences… then the unmount will be skipped, and only the mount-reload method will be attempted. If the volume to be updated is mounted with write access then the update will force the volume caches to be flushed so that the physical disk media is completely up to date with the latest written data.

Mount Exclusive -5

This mounts the selected volumes with exclusive write access. This prevents other users from using the volume, and can only be obtained if no other users are already accessing the volume.

Mount AVID Read Only -6

This command does not exist as a mode for Windows. It only does something on Mac.

User Menu
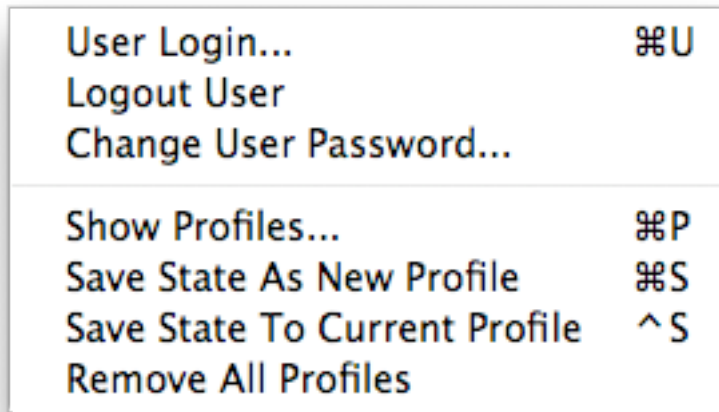
FibreJet® Users Menu

User Login…

This will bring up the "User List".

Logout User

This will log the user out.

Change User Password

This will allow you to change the User password.

Show Profiles…

This will bring up the "User Profiles".

Save State as New Profile

Creates a new profile with your projects and mounted volumes.

Save State To Current Profile…

Updates the current profile with the latest projects and mounted volumes.

Remove All Profiles

Removes all stored profiles.

Project Menu

Open Project…

This will bring up the *Open Project* sheet.
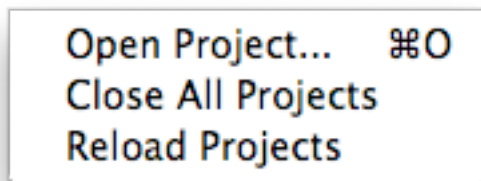
Close All Projects

Selecting this will close all projects and unmount all FibreJet® volumes.

Reload Projects

This will reload the projects from the database. This might be used if a project was added or deleted by the Administrator on another machine and will in particular update the Projects control popup in the toolbar to reflect the current projects and volumes. Normally this command is not necessary and should only be used if the user suspects some project information is out-of-sync.

Window Menu

Show License…

This displays the end-user software license agreement.

FibreJet® Admin Log

This opens the FibreJet® log sheet, which shows the most recent FibreJet® application events. This is available only in Administration Mode.

Volumes contextual menu

The volumes contextual menu appears pursuant to a <ctrl-click> (or right click) on a selected volume in the volumes table. All operations work on the currently selected volumes and only those eligible for the state change. The number of volumes eligible for each particular operation is shown at the right side of the menu item. When performing operations on the selected volumes, the user may hold command-period to abort the pending operations.

The Volumes contextual menu

Grab Write Access

Attempt to claim write access and mount writable all selected volumes.

Grab Exclusive Access

Attempt to claim exclusive write access and mount writable all selected volumes.

Release Write Access

Releases write access and remount all selected volumes read-only.

Mount AVID enabled read only

This option is not available on Windows.

Mount Volumes

Mount all selected volumes read only.

Unmount Volumes

Unmount all selected volumes.

Update Selected

Executes the Update command on all selected volumes to refresh / flush the file systems.

Project button menu (Project control popup)

The project button menu appears when the user clicks on the project button at the upper left corner of the toolbar.
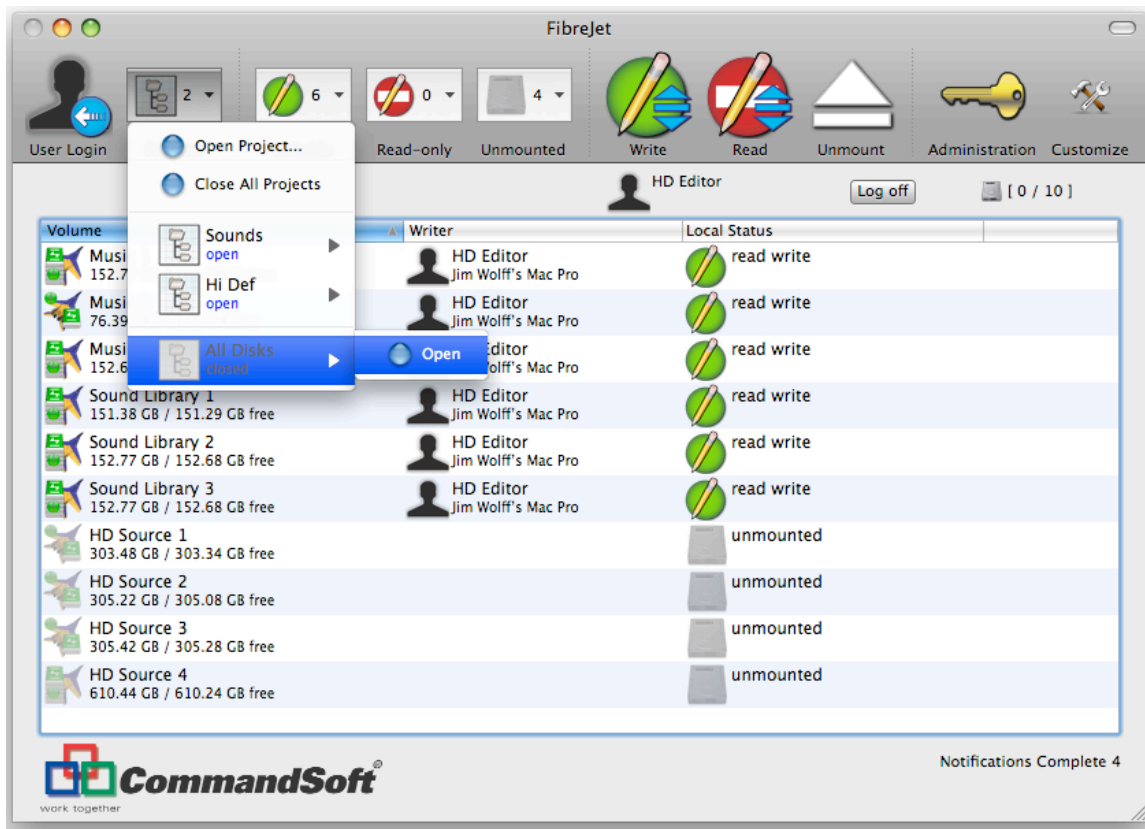
The toolbar project button menu

Open Project…

Displays the project log-in sheet.

Close all projects

Logs out from all current projects. This will unmount all volumes.

Project-> Close

Logs out from selected project.

Project-> Open

Logs into the selected project.

Project->Select All

Selects all volumes in the project.

Project->Release All

Releases write access to all volumes in the project.

Project->Change Password

Allows a user to change the project password, if enabled by the administrator.

Toolbar status button menus
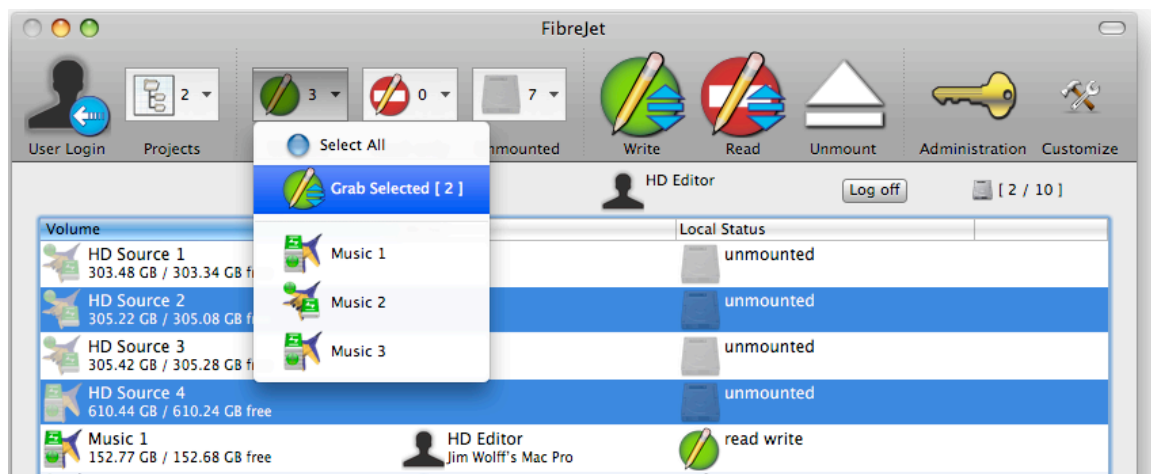
The writable volume status pull down menu

Select All

Selects all volumes in the pertinent state.

Grab / Grab Exclusive / Release / Unmount Selected.

Tries to convert all the selected volumes to the pertinent state.

Volume selection items

Selecting any volume appearing in the menu will select the item in the main window.

6: Tips and Notes

FibreJet Best Practices

The FibreJet Administration Guide, chapter *4: FibreJet Best Practices* contains much useful information regarding how best to operate a FibreJet SAN. Please reference that if your questions are not answered here.

What if my database gets lost, corrupted, goes offline, dies, etc.?

FibreJet® allows you to save and restore the configuration of your network.

After you initially setup the network with the file systems and projects you want, you should save the configuration (see the Administrator menus *Save Database Configuration…* command). You should also save the configuration regularly after you make many changes to the projects or file systems that are part of the SAN. You can automate this with scripts.
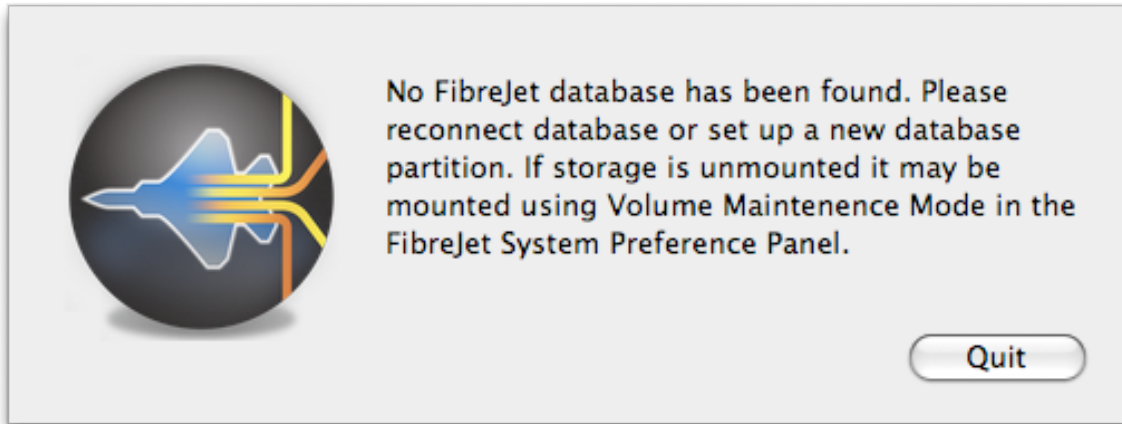
If FibreJet® encounters any database related issues it will continue to operate and allow the user to do things such as unmount volumes or mount them in the read-only state. It will also continue to allow you to access the volumes you already have mounted with write access. However, until the database problem is addressed you will not be able to grab write access to any other file systems. This is known as Safe-Mode.

Depending on the problem, you may have to either check your connections, make sure the storage is operational that has the database, or if all else fails zero out the database, recreate the database, or use the *Restore Configuration…* command in the *Administration* menu to restore the database to normal operation. Although no database corruption has ever been reported, these commands can assist if this ever occurs. **Once you restore a Database Configuration, the Administration password will be reset and a new one will need to be assigned.**

If the problem is minor and is corrected, then FibreJet® will recognize it can now access the database and continue to operate in its normal fashion. If you have to take one of these extreme measures then be aware that other users on the SAN may have to quit and restart the FibreJet® application (or computer in worst case) to be aware of any significant database changes.

If you can't find the FibreJet® database

If the storage network is properly configured, and the software and hardware key are properly installed, the FibreJet® application should run smoothly. If the application reports it cannot find the FibreJet® database, there are a couple things that the user can do.

No FibreJet database has been found. Please reconnect database or set up a new database partition. If storage is unmounted it may be mounted using Volume Maintenence Mode in the FibreJet System Preference Panel.

Quit

FibreJet® can't find the database

1. Check the storage connections. Make sure the Host Bus Adapter in the workstation is properly installed and connected to the switch, and the switch is properly connected to the storage. All status indicators should be positive. Make sure all port properties and advanced port properties are set correctly. Consult your switch documentation for further information.

2. Restart the computer.

3. If you have a lot of storage and are running older Mac OS X systems, then wait a minute after reboot and retry running FibreJet® to see if the storage has had time for the system to recognize.

4. Contact the Administrator for further help.

FibreJet Was Not Cleanly Shut Down

If FibreJet® crashes while launching or prematurely crashes, you may see the following message at the next launch of FibreJet®:


FibreJet crashed while trying to load, the last time run. This may or not be due to a corrupted database. Press 'Continue' to load the current database or 'Load Configuration' to erase the current database and load a saved configuration file.

Continue   Load Configuration

FibreJet® load configuration after crash sheet

Users should simply click *Continue.* It is possible, though improbable that the FibreJet® database has been corrupted. If this were to occur, administrators have the option of clicking *Load Configuration* to select a configuration file that has been previously saved or from an automatic backup located in *Library/Application Support/CommandSoft/FibreJet.* If there is an administration password (administrators are encouraged to assign a password), FibreJet® will ask for the password in order to proceed with restoration of the database from a configuration file. **Once you restore**

a Database Configuration, the Administration password will be reset and a new one will need to be assigned.

Updating a Demo Hardware Key After It Has Expired

FibreJet® is protected with a hardware key. The hardware key must be attached while FibreJet® runs. FibreJet® will not run with an expired demo key. Using the FibreJet® System Preference pane to update hardware keys is the preferred method. To update an expired demo key using the FibreJet® application, press and hold the <control> key immediately after you start the FibreJet® application. This will show the Update License sheet. You may also update a hardware key using the FibreJet® preference pane in the System Preferences available in the Apple menu. CommandSoft will need the Hardware Key ID and the version number from the update sheet. Update key codes may be obtained from CommandSoft at (805) 730-7772.
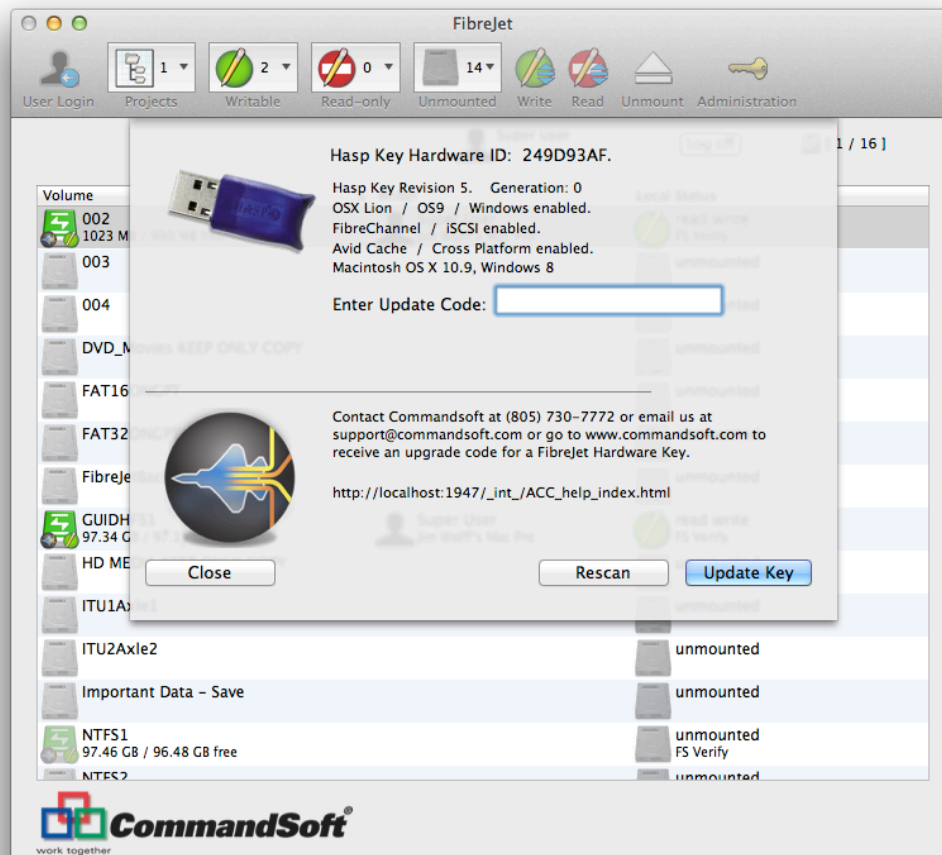
Hardware key update sheet

Etiquette: Put away what you're not using

If you don't need to write, release the write access. If you don't need a volume, unmount it. While FibreJet® and OS X can handle a large number of mounted volumes, it can slow some operations down.

Wrong Volume error dialog

While using FibreJet's cross-platform HFS+ volumes you may encounter a "Wrong Volume" error dialog. This dialog is generated by MediaFour's MacDrive. Simply click continue and operations will proceed as normal.

Wrong Volume dialog

Avid DS Nitris

When FibreJet and Avid DS Nitris systems are used together, FibreJet must be launched prior to the Avid Media Indexer service starting. Otherwise, the media indexing process will maintain open files on the SAN disks and other local disks and interfere with the FibreJet's ability to establish each disk's mount state and restoring local disks to their correct writable state. There are two ways to set your system up to so that FibreJet can launch prior to the start of the Avid Media Indexer service.

The simplest and best way is to remove drive letter designation from FibreJet SAN drives and any local disks involved with the Avid Media Indexer service. This prevents these disks from being seen by the system at startup and therefore media indexing cannot start. Once FibreJet is launched you can mount your storage volumes. The drive letter designation can be removed using the Computer Management/Disk Management window.

If drive letters are required or you need to ever change the state of the disks you are using or the set of disks you are using, then the Avid Media Indexer Service must be stopped prior to making these changes. This can be accomplished using command scripts or a command line to stop and start the media service (e.g. `net start "Avid Media Indexer"` and `net`

`stop "Avid Media Indexer"` or using the Window's Computer Management/Services & Applications window. For your convenience, we have included cmd scripts for stopping and starting the service that you can keep shortcuts to on your desktop.

When you need to change mount states for volumes, first stop the service using a method as described above. Then use FibreJet to change the drives to the desired state. Once in the correct state, then start the service usage a method as described above.