RELEASE NOTES

CTERA Portal 8.3.3000.26

February 2026

Note: For legal information and for the end user license agreement, refer to https://www.ctera.com/eula/.

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CTERA PORTAL 8.3.3000.26

The CTERA Portal is an enterprise file services delivery platform comprising a multi-cloud Global File System as well as multi-tenant management of CTERA Edge Filers and CTERA Drive Share and Drive Protect clients.

This chapter contains the following topics:

- Licensing CTERA Portal
- Security Considerations
- Installing or Upgrading CTERA Portal
- Branding Considerations
- Checking the CTERA Portal Cloud File System (FSCK)
- What’s New
- Known Issues

LICENSING CTERA PORTAL

A *Cloud Drive Connect* license is available which is a subset of the existing full license for users who do not need to collaborate on shared documents and folders with other users, for mobile users, and for zero-minute disaster recovery.

SECURITY CONSIDERATIONS

CTERA Networks Ltd. is constantly looking at ways to improve security, for example by resolving external threats. CTERA recommends using the latest portal image as many of the security fixes require upgrading the portal image as well as the software.

INSTALLING OR UPGRADING CTERA PORTAL

Note: **You can only upgrade to a new version from an immediate previous version. If you have an older version, you must first upgrade in steps, first to an intermediate previous version and then to the new version. For example, to upgrade from 8.1.x requires first upgrading to 8.2.1500.58 or later and then to this version.**

For full installation details, refer to your environment under Installing a CTERA Portal.

Warning: Before changing the IP address for the portal server instance you must wait until all the portal services, such as Nomad and Consul, have loaded. Loading the portal services take at least 5 minutes.

Upgrading the CTERA Portal

To upgrade, you must first upgrade to the latest 8.2.1500.58 portal or later.

Both the CTERA Portal image and software on all portal servers can be upgraded as described in Upgrading a CTERA Portal. Upgrading the portal image also upgrades the portal software. After upgrading the portal image on every server in the cluster, you must reboot every server in the CTERA Portal environment.

After the first server boot at the end of the upgrade, portal components are loaded on to the data pool. Only after these components have successfully been loaded will the user interface become available.

Warning: You cannot upgrade the portal while running a storage node migration.

BRANDING CONSIDERATIONS

CTERA recommends branding the portal using the Palette Generator. The CSS files generated can then be incorporated in the branded skin.

Refer to the *CTERA Software Branding Guide* for more details. Contact CTERA support for help branding your portal.

CHECKING THE CTERA PORTAL CLOUD FILE SYSTEM (FSCK)

In order to check the consistency between the CTERA Portal database and the actual data in the storage node, CTERA has a utility, FSCK, similar to the Linux FSCK utility. CTERA FSCK **must** be run only with approval from CTERA support.

WHAT’S NEW

CTERA Portal version 8.3.x was first released with version 8.3.3000.12 and included a number of infrastructure changes as well new features for global and team portal administrators. See What's New in CTERA Portal Version 8.3.x.

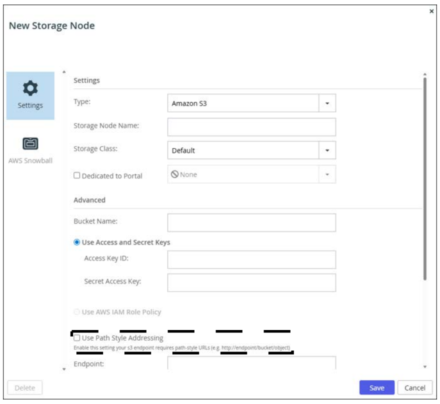
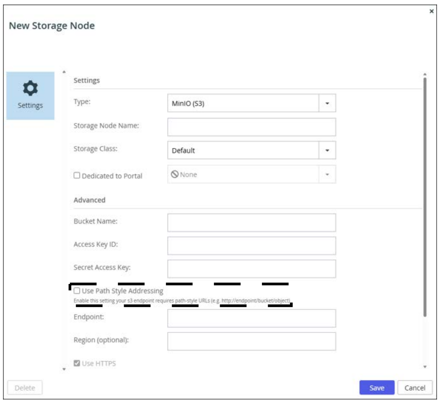
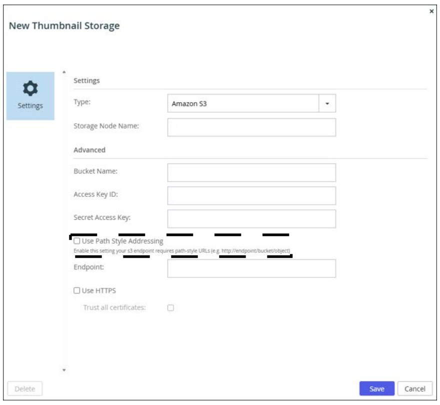
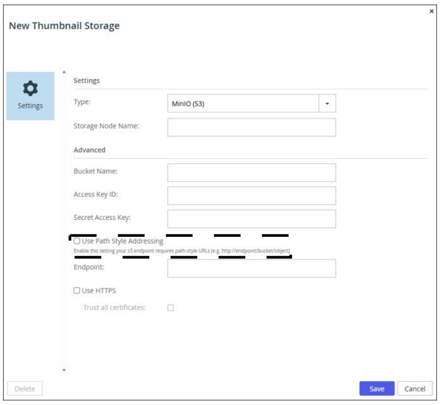
What’s New In the Portal Image

ID Number	Description
PIM-4255	Replacing a messaging server and then replacing the replacement server back to the original server failed.
PIM-5381, PIM-5466, PIM-5499, PIM-5700, PIM-5724	Improved security, including resolving CVE-2024-56337 vulnerability.

ID Number	Description
PIM-5474	The support report could not be downloaded from the user interface.
PIM-5507, PIM-5686, PIM-5718	Improvements to the Varonis service.

New Features

ID Number	Description
SP-27774, SP-27845, SP-28915	**Upload Only File Sharing Permission** A new permission has been added to file sharing, via public links and collaboration: *Upload Only*, ⇪. Upload Only share recipients are able to upload content to the folder but cannot see any of the content that is in the folder.
SP-27817	Better accessibility integration when changing the portal page.
SP-28005, SP-28087	Improved security, including resolving CVE-2024-45216 vulnerability (Apache Solr).
SP-28026, SP-28060, SP-28061, SP-28094, SP-28096	Improvements to the Varonis service.
SP-28235	The name of the user that shared a folder is no longer displayed.

ID Number	Description
SP-28354, SP-28355, SP-28434	The endpoint for both **Amazon S3** and **MinIO (S3)** storage nodes can be specified as either the virtual host, with a certificate provided per bucket, or path style. The option to use the path style is displayed for **Amazon S3** and **MinIO (S3)** storage nodes defined for the portal or defined to be used as storage for the Thumbnails service. For a storage node:  New Storage Node Settings Type: Amazon S3 Storage Node Name: Storage Class: Default □ Dedicated to Portal None Advanced Bucket Name: ● Use Access and Secret Keys Access Key ID: Secret Access Key: ○ Use AWS IAM Role Policy □ Use Path Style Addressing Enable this setting your s3 endpoint requires path-style URLs (e.g. http://endpoint/bucket/object) Endpoint:  New Storage Node Settings Type: MinIO (S3) Storage Node Name: Storage Class: Default □ Dedicated to Portal None Advanced Bucket Name: Access Key ID: Secret Access Key: □ Use Path Style Addressing Enable this setting your s3 endpoint requires path-style URLs (e.g. http://endpoint/bucket/object) Endpoint: Region (optional): ☑ Use HTTPS For a thumbnail storage node:  New Thumbnail Storage Settings Type: Amazon S3 Storage Node Name: Advanced Bucket Name: Access Key ID: Secret Access Key: □ Use Path Style Addressing Enable this setting your s3 endpoint requires path-style URLs (e.g. http://endpoint/bucket/object) Endpoint: □ Use HTTPS Trust all certificates: □  New Thumbnail Storage Settings Type: MinIO (S3) Storage Node Name: Advanced Bucket Name: Access Key ID: Secret Access Key: □ Use Path Style Addressing Enable this setting your s3 endpoint requires path-style URLs (e.g. http://endpoint/bucket/object) Endpoint: □ Use HTTPS Trust all certificates: □ **Note:** Amazon deprecated using the path style, but most products still support its use. The default is to use the virtual host style.
SP-28731, SP-28884	Node.js has been upgraded to Node.js.24.

Resolved Software Issues

ID Number	Description
SP-27025	The portal could not be initialized in FIPS mode.
SP-27509	When using CTERA Insight to monitor the portal, file analytics were not correct.
SP-27989	The *Starting Replication* task progress does not account for rsync of database archive files.

ID Number	Description
SP-28034	An error was issued when changing a storage node to disabled.
SP-28068	Viewing snapshots of subfolders of a shared folder did not work.
SP-28088	The URL to download a support report was wrong.
SP-28177, SP-28211	The online help accessed the wrong version.
SP-28194	Setting folder level deduplication
SP-28198	Setting the cloud drive deduplication level for a user to **Folder**, created many folder groups.
SP-28222	A proxy could not be initialized which led to access problems.
SP-28312	Users accessing a portal with CTERA Drive Share on macOS could still edit shared folders after permission to access the folder was revoked.
SP-28346	The notifications *Envoy Unhealthy* and *S3 API Failed* were repeatedly issued.

KNOWN ISSUES

ID Number	Description
–	Changing the IP address after installing a portal server but prior to the full deployment of portal services like Nomad and Consul causes the deployment to fail. **Workaround**: Wait until all the portal services have been loaded before changing the IP address. If you changed the IP address after the installation but before the full deployment of portal services like Nomad and Consul, run `portal-manage.sh resetdb`. **Warning:** **You must run `portal-manage.sh resetdb` before initializing the portal or joining it to an existing portal cluster.**
CENV-672	Microsoft Defender reports issues when deploying a portal in Azure.
SP-16614	Support users with the relevant permissions cannot create user groups, add or remove users in an existing group nor delete users.
SP-17928	After changing a plan name and applying it, the process shows that zero users were updated.
SP-21806	Setting a preview server takes approximately 60 seconds to start working.
SP-27618	If the `Could not forward request, slave server is not connected to master` error occurs, ensure network connectivity and correct server configurations.
SP-27912	SHA1 is still displayed.
SP-27973	Consul and Nomad do not update after removing a server. Manually refresh the environment.
SP-28514	A file in upload and locked in the database does not appear locked in the GUI.

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CTERA PORTAL 8.3.3000.19 (SEPTEMBER 2025)

WHAT’S NEW

What’s New In the Portal Image

ID Number	Description
PIM-5466	Improved docker security.
PIM-5669	*cloud-init* has been enabled for deployments in all platforms except for Microsoft Azure.

Resolved Software Issues

ID Number	Description
SP-27460	Setting CAC under SSO blocked access to the portal for the global administrator without using CAC.
SP-27550	Login attempts with wrong passwords were sometimes recorded in the System log instead of the Access log.
SP-27787	After entering details for a new **Amazon S3** storage node and then accessing the **AWS Snowball** option and returning to **Settings** option without making changes in the **AWS Snowball** option, resulted in a `Name is null` error.
SP-27826	Folder statistics were sometimes incorrect.
SP-27899	The primary database server could not start if the secondary, replication. server was down.
SP-27942	In rare cases a file copied during a migration was not assigned a unique ID.

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CTERA PORTAL 8.3.3000.17 (AUGUST 2025)

WHAT'S NEW

What's New In the Portal Image

ID Number	Description
PIM-5415, PIM-5471	Improvements when restoring the database from an S3 bucket: • The archive pool size was not checked before restoring a database backed up to an S3 bucket. • Attempting to restore the database using the wrong bucket name failed with an error message that was not connected to the issue.
PIM-5442	Upgrading from an 8.2.x portal failed.
PIM-5452	A PostgreSQL vulnerability was resolved.
PIM-5476	Even when the **portal-storage-util.sh** script completed successfully, the return code reported an error.

New Software Features

ID Number	Description
SP-27410	Portal notifications have clearer categories.
SP-27423	Graph details are displayed for licenses in use and provisioned.
SP-27584	Object locking is now supported for Cloudian and Wasabi (S3) storage nodes, in addition to the Amazon S3 storage node.
SP-27734, SP-27784	Map file migration can be disabled by setting `set /settings/cloudFSSettings/mapFileMigrationTaskInterval 0`.
SP-27799	The new storage node, VSP One Object (S3), is now available.

Resolved Software Issues

ID Number	Description
SP-27486	The portal user interface displayed the wrong version number.
SP-27549, SP-27576	Addon functionality was missing from the 8.3.3000.3 release.
SP-27565	**amqpconfig** logs were not being overwritten or cleared.
SP-27635	Backing up the database to an S3 bucket did not generate any audit log actions.

ID Number	Description
SP-27643	An error occurred when when trying to send a permanent delete file to some edge filers.
SP-27647	The portal displayed an incorrect list of available file versions when attempting to restore files.
SP-27708, SP-27767	The root partition of the application server could become full, casing the portal mode to be degraded.
SP-27732	Backups failed with edge filers running version 7.11.5100.5.
SP-27747	Permanently deleting files failed when there were files with a missing parent.
SP-27770	Previous versions were displayed empty for **Shared With Me** folders.

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CTERA PORTAL 8.3.3000.12 (JULY 2025)

WHAT’S NEW

Infrastructure Improvements

Ability to Send Logs to More than One Syslog Server

After enabling a Syslog server in the portal, you can add Syslog servers using the following CLI:

```
portal-syslog-client add_syslog_server <ip> <port> <protocol> [name]
[ca_cert] [client_cert] [client_key]
```

Required Parameters

<ip> – IP address of the syslog server
<port> – Port number of the syslog server
<protocol> – Protocol to use (UDP, TCP/TLS, or TCP/ClientCertAuth)

Optional Parameters

[name] – Unique identifier for the server (auto-generated if not provided).
[ca_cert] – CA certificate file (required for TLS).
[client_cert] – Cient certificate file (required for client authentication).
[client_key] – Client private key file (required for client authentication).

Note:

- You cannot add multiple servers with the same IP and port combination.
- If you add a server with a name that already exists, the existing server will be updated.
- All certificate files must exist and be readable. All certificates need to be placed under `/usr/local/lib/ctera/syslog/logstash/tls`.
- The service automatically creates a new logstash pipeline configuration for each server.

Core Infrastructure Upgrades

Key infrastructure components have been upgraded including:

- The Tomcat server
- The JDK
- The Blocks table has been changed to include map files instead of having the map files stored as objects in the storage node.

  Note: You cannot upgrade the portal while running a storage node migration.

FIPS 140-3 Validation

The portal now supports FIPS 140-3.

Global Administration

New Look and Feel

The global administrator portal user interface has been modernized.

Backup to an S3 Bucket

In addition to PostgreSQL's built-in continuous archiving mechanism and PostgreSQL streaming replication that enables the continuous streaming and replication from a primary database server to a secondary, replication, server, you can also backup and restore the CTERA portal database to and from an S3 bucket.

Using CTERA Backup to S3 allows administrators to back up the portal settings, base database backup, and archival logs automatically to a designated S3 bucket, ensuring data integrity and availability through consistent backups while providing administrators with a user-friendly interface for backup configuration and status monitoring.

QumuloS3 Storage Node

The new storage node, Qumulo, is now available.

Devices Report

The Reports page has a new report, **Devices**.

New Email Templates

The following email templates have been added:

- Consul Service Unhealthy
- Database Backup to Bucket has Errors
- Envoy Service Unhealthy
- Nomad Service Unhealthy
- S3 API Service Failed

Support for Bitdefender Antivirus

The Bitdefender antivirus software is supported.

Deprecated Features

Features that are not supported have been removed, such as:

- Support for seeding stations (was under Settings > Seeding Stations).
- Ability to create a reseller portal.

Team Administration

New Look and Feel

The team administrator portal user interface has been modernized.

Global File Locking

When files are shared by users CTERA provides, in addition to conflict file handling, the option to lock files. Cloud drive folders can be configured so that only one user at a time can access the file for editing and the file will be locked for all other users.

Note: A license is required to enable global file locking.
CTERA Edge Filer 7.11.4900.11 or later is required.

Deprecated Features

Features that are not supported have been removed, such as:

- Local backup log.
- The Applications configuration template.