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Error Message Guide

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Preface

As part of an effort to improve its product lines, EMC periodically releases revisions of its software and hardware. Therefore, some functions that are described in this document might not be supported by all versions of the software or hardware currently in use. The product release notes provide the most up-to-date information on product features.

Contact your EMC technical support professional if a product does not function correctly or does not function as described in this document.

Note

This document was accurate at publication time. Go to EMC Online Support (https://support.emc.com) to ensure that you are using the latest version of this document.

Purpose

This document describes common NetWorker error messages.

Audience

This document is part of the NetWorker documentation set and is intended for use by system administrators during the installation and setup of the NetWorker software.

Revision history

The following table presents the revision history of this document.

Table 1 Revision history

Revision	Date	Description
01	September 24, 2015	First release of this document for EMC NetWorker 9.0
02	June 29, 2016	Updated for the release of EMC NetWorker 9.0.1

Related documentation

The NetWorker documentation set includes the following publications, available on EMC Online Support:

- *EMC NetWorker Online Software Compatibility Guide*
  Provides a list of client, server, and storage node operating systems supported by the EMC information protection software versions. You can access the Online Software Compatibility Guide on the EMC Online Support site at https://support.emc.com. From the Support by Product pages, search for NetWorker using "Find a Product", and then select the Install, License, and Configure link.
- *EMC NetWorker Administration Guide*
  Describes how to configure and maintain the NetWorker software.
- *EMC NetWorker Network Data Management Protocol (NDMP) User Guide*
  Describes how to use the NetWorker software to provide data protection for NDMP filers.
- *EMC NetWorker Cluster Integration Guide*
  Contains information related to configuring NetWorker software on cluster servers and clients.

- *EMC NetWorker Installation Guide*
  Provides information on how to install, uninstall, and update the NetWorker software for clients, storage nodes, and servers on all supported operating systems.
- *EMC NetWorker Updating from a Previous Release Guide*
  Describes how to update the NetWorker software from a previously installed release.
- *EMC NetWorker Release Notes*
  Contains information on new features and changes, fixed problems, known limitations, environment and system requirements for the latest NetWorker software release.
- *EMC NetWorker Command Reference Guide*
  Provides reference information for NetWorker commands and options.
- *EMC NetWorker Data Domain Deduplication Devices Integration Guide*
  Provides planning and configuration information on the use of Data Domain devices for data deduplication backup and storage in a NetWorker environment.
- *EMC NetWorker Performance Optimization Planning Guide*
  Contains basic performance tuning information for NetWorker.
- *EMC NetWorker Server Disaster Recovery and Availability Best Practices Guide*
  Describes how to design and plan for a NetWorker disaster recovery. However, it does not provide detailed disaster recovery instructions. The Disaster Recovery section of the NetWorker Procedure Generator (NPG) provides step-by-step disaster recovery instructions.
- *EMC NetWorker Snapshot Management Integration Guide*
  Describes the ability to catalog and manage snapshot copies of production data that are created by using mirror technologies on EMC storage arrays.
- *EMC NetWorker Snapshot Management for NAS Devices Integration Guide*
  Describes how to catalog and manage snapshot copies of production data that are created by using replication technologies on NAS devices.
- *EMC NetWorker VMware Integration Guide*
  Provides planning and configuration information on the use of VMware in a NetWorker environment.
- *EMC NetWorker Error Message Guide*
  Provides information on common NetWorker error messages.
- *EMC NetWorker Licensing Guide*
  Provides information about licensing NetWorker products and features.
- Describes how to configure and use the NetWorker REST API to create programmatic interfaces to the NetWorker server.
- Provides the NetWorker REST API specification used to create programmatic interfaces to the NetWorker server.
- *EMC NetWorker Management Console Online Help*
  Describes the day-to-day administration tasks performed in the NetWorker Management Console and the NetWorker Administration window. To view the online help, click **Help** in the main menu.
- *EMC NetWorker User Online Help*
  The NetWorker User program is the Windows client interface. Describes how to use the NetWorker User program which is the Windows client interface connect to a NetWorker server to back up, recover, archive, and retrieve files over a network.

Special notice conventions that are used in this document

EMC uses the following conventions for special notices:

NOTICE

Identifies content that warns of potential business or data loss.

Note

Contains information that is incidental, but not essential, to the topic.

Typographical conventions

EMC uses the following type style conventions in this document:

Table 2 Style conventions

Bold	Used for names of interface elements, such as names of buttons, fields, tab names, and menu paths (what the user specifically selects or clicks)
Italic	Used for full titles of publications that are referenced in text
`Monospace`	Used for: • System code • System output, such as an error message or script • Pathnames, file names, prompts, and syntax • Commands and options
Monospace italic	Used for variables
`Monospace bold`	Used for user input
[ ]	Square brackets enclose optional values
|	Vertical bar indicates alternate selections - the bar means “or”
{ }	Braces enclose content that the user must specify, such as x or y or z
...	Ellipses indicate non-essential information that is omitted from the example

Where to get help

EMC support, product, and licensing information can be obtained as follows:

Product information

For documentation, release notes, software updates, or information about EMC products, go to EMC Online Support at https://support.emc.com.

Technical support

Go to EMC Online Support and click Service Center. Several options for contacting EMC Technical Support appear on the site. Note that to open a service request, you must have a valid support agreement. Contact your EMC sales representative for details about obtaining a valid support agreement or with questions about your account.

Online communities

Go to EMC Community Network at https://community.emc.com for peer contacts, conversations, and content on product support and solutions. Interactively engage online with customers, partners, and certified professionals for all EMC products.

Your comments

Your suggestions help to improve the accuracy, organization, and overall quality of the user publications. Send your opinions of this document to DPAD.Doc.Feedback@emc.com.

CHAPTER 1

Introduction

This Introduction provides the preliminary information necessary to effectively use this guide. It addresses the following topics:

- Error message description 28
- Message variables 29

Error message description

There are different types of EMC® ™NetWorker® error messages. A copy of each message is stored in a special *messages* file. This section describes the error message categories and the format in which these messages are stored.

Message types

There are five types of NetWorker error messages listed in this guide. The following table describes each of these types.

Table 3 Message types

Type	Description
Informational	Information that may be useful, but does *not* require any specific action.
Warning	A temporary problem that NetWorker software may resolve or prompt you to resolve.
Notification	Errors that you are required to resolve.
Noncritical Error	Errors that do not interrupt NetWorker services, but should be resolved before they become fatal errors.
Fatal Error	Errors that cause NetWorker services to become disabled or dysfunctional.

NetWorker messages file

Error messages appear in the NetWorker Console or at the command line. NetWorker Console lists the messages generated during the past 24 hours. A copy of each message is stored in the NetWorker messages file.

The default locations for this file varies by platform as shown in the following table.

Table 4 Default location for the NetWorker messages log file

Platform	Default location
UNIX and Linux	`/nsr/logs/messages`
Windows	`%SystemDrive%\Program Files\Legato\nsr\logs\messages.log`
NetWare	`SYS:\NSR\logs\messages`

The format for each error message entry appears as follows:

```
day hh:mm:ss: hostname: process: identifier: message
```

where:

- *day* is the date the message was generated.
- *hh*:*mm*:*ss* provides the hour, minutes, and seconds the message was generated.
- *hostname* is the network name for the computer that generated the message.
- *process* identifies the process that generated the message.

- *identifier* is a bracketed section containing the message's numeric identifier and priority.
  The numeric identifier is a numeric value generated from the hash signature of the message.

  The priority is a period-separated pairing of the reporting process's system facility type and the severity level of the message.
- *message* is the actual message text. More than one entry in the *messages* file may be used to fully display the entire message for an error, as shown in the following example.

Sample portion of messages file:

Four entries in a *messages* file that show a single error-message event.

Jun 9 10:22:59 sun-blade-01 unfsmntd[22075]: [ID 234102 daemon.crit] NFS mount/umount request from

Jun 9 10:22:59 sun-blade-01 unfsmntd[22075]: [ID 912629 daemon.crit] insecure port (non-root): address 137.69.44.235

Jun 9 10:22:59 sun-blade-01 unfsmntd[22075]: [ID 699753 daemon.crit] Offending port: 32771

Jun 9 10:22:59 sun-blade-01 unfsmntd[22075]: [ID 308900 daemon.crit] NFS request from address 137.69.44.235 probably from non-root user.

Message variables

Variables are sometimes used in NetWorker error message text to customize the message for a given system, user, task, and device. When these messages appear, the variables they contain are replaced with information specific to the environment and action that prompted the message.

To represent variables, this guide uses terms within carets (‹ ›). For descriptions of the most common variables, see the following table.

Note

Variables can appear anywhere in a message. Messages that start with a variable are described in the section Messages: Variable on page 401 All other messages are listed in the alphabetized sections of this guide.

Table 5 Common variables used in this guide

Variable	Description
‹appliance›	Name used to refer to a particular appliance.
‹attribute›	Jukebox attribute.
‹character›	Single alphanumeric character.
‹client,...›	Comma-separated list of client systems.
‹client›	Client system name.
‹client_id›	Client system identification number.
‹client_resource›	Client resource information used by the NetWorker savefs process.
‹comp_id›	VSS component identification number.

Table 5 Common variables used in this guide (continued)

Variable	Description
‹component›	Name of a backup element and restore method combination defined for a particular VSS writer.
‹date_time›	System date and time that the displayed message was generated.
‹db›	Name of a database.
‹decimal›	Decimal value.
‹device›	Name of a media device.
‹device_type›	Type of media device.
‹dir_path›	Full path description for a directory.
‹drive›	System name for a hard-drive resource.
‹drive_letter›	Letter designation used by the Windows operating system for a hard-drive resource.
‹enabler›	Alphanumeric code used to enable a NetWorker feature or product.
‹error›	Error code value generated by NetWorker. It can be either a hexadecimal or integer value.
‹error_string›	Text message generated by NetWorker containing error information and system variables.
‹family›	Name of a backup pool family.
‹file›	Filename.
‹file_number›	Reference to a file by its sequence number.
‹file_path›	Full path to a file.
‹first_file›	Sequential number, referred to as the first file number (ffn), which is assigned to the first file in a group of files.
‹first_record›	Sequential number, referred to as the first file record number (ffr), which is assigned to the first file record in a group of file records.
‹hex›	Hexadecimal (base-16) number value.
‹host›	Name used to identify a computer on a network.
‹int›	Integer value.
‹IP_address›	IP address used to identify a computer on a network.
‹jukebox›	Name of a jukebox or autochanger.
‹keyword›	Value entered in the Save Operations attribute.
‹last_access›	Date and time of the last access of a file.
‹long_unsigned›	Non-negative integer value.
‹low›	Low-water mark, or minimum capacity, at which a process is started or stopped.
‹name›	Customer-created string value that represents the name of a system object or device.

Table 5 Common variables used in this guide (continued)

Variable	Description
‹parameters›	List of options provided to modify or define the behavior of a function or process.
‹pid›	Process ID number. This unique number identifies a process that is running on a computer system.
‹pool›	Save set pool.
‹port›	Portion of a logical connection address use by a client program to specify a particular server process.
‹product›	NetWorker product or feature.
‹program›	Name of a program.
‹range›	A sequential set of values defined by using two values as the first and last members of the set.
‹record_number›	Number that identifies a particular record.
‹save_group›	Name that identifies a save group.
‹save_set›	Name that identifies a save set.
‹save_set_id›	Internal identification number that NetWorker assigns to a save set.
‹save_string›	Text value that contains information about each file in a VSS save set. This value is required during recovery.
‹server›	Name of a computer that is operating as a NetWorker server.
‹service›	Service, process, or daemon.
‹signal›	Signal that is sent between two or more processes.
‹slot›	Label that is assigned to a media slot on a jukebox or autochanger.
‹string›	String or text value.
‹time›	System time that the message was generated.
‹user_id›	Login ID of user.
‹vol›	Name of a volume.
‹vol_id›	ID number for a volume.
‹VSS_error›	Text message that is generated by NetWorker with the error information and system variables. This message is generated from one of these sources: Microsoft operating system return value description of the *‹hex›* error. VSS interface return value description of the *‹hex›* error. NetWorker's evaluation of the *‹hex›* error.
‹VSS_writer›	NetWorker component that participates in the VSS shadow-copy process.

CHAPTER 2

Messages: A

This section contains these message descriptions:

- A daemon requested information for a user session, but the user session was not found in the list of valid sessions 34
- A library configured on the NetWorker storage node will not enter “ready” state. ... 34
- Add the license with the -c option before attempting to authorize it. (647) 34
- All devices are in use by nsrmmd 35
- Another diskette is required. (6877) 35
- A Removable Storage jukebox could not be created. (15879) 35
- Argument list too long. (23861) 36
- Atmos label operation failed: Failed to write cloud label: Couldn't connect to server 38
- Attempting to remove more usage than possible (‹int›, ‹int›). (659) 39
- Attempt to rename database '‹db›' to '‹db›' failed (‹string›). (32911) 39
- Attribute '‹attribute_name›' is missing from the jukebox command. (31994) 39
- Authentication type 0 not adequate 40
- Authentication warning: user ‹username› does not belong to group ‹groupname›, but claimed to belong to it. Removing group ‹groupname› from the credential for user ‹username›. (6622) 40
- Authentication warning: the user’s OS groups cannot be verified and will not be included in the credential. This means that remote hosts may not see the user as being a member of any OS groups. (33719) 41
- Automatically terminating operation ‹operation_name›, instance ‹operation_instance›, on jukebox ‹jukebox_name›. The operation timed out. (31835) 42
- Automatically terminating operation ‹operation_name›, instance ‹operation_instance›, on jukebox ‹jukebox_name›. Cannot allocate the ‹number_of_devices› required device(s). (31837) 42

A daemon requested information for a user session, but the user session was not found in the list of valid sessions

Type

Informational

Source

nsrexecd

Description

This message is generally seen when NetWorker is requesting a volume to write to, but has not received a volume for 120 minutes or longer. This generally indicates that the server does not have volumes available for writing, for example, a request volume is not mounted.

Resolution

Ensure that a volume is available for writing.

A library configured on the NetWorker storage node will not enter “ready” state.

Type

Notification

Source

Description

This message occurs when multiple nsrlcpd processes are started on the storage node.

Resolution

To resolve this issue, ensure that the firewall is turned on, then add the nsrmmgd process to the Allow list of the Windows firewall on the NetWorker server host.

Add the license with the -c option before attempting to authorize it. (647)

Type

Notification

Source

nsrd

Description

The license you are attempting to authorize is not yet in the License Manager database.

Resolution

Use the lgtolic command with the -c option to add the license.

All devices are in use by nsrmmd

Type

Notification

Source

nsrmmd

Description

An error occurs when labeling a backup device.

Resolution

Go to https://support.emc.com/ for technical assistance.

Another diskette is required. (6877)

Type

Notification

Source

client GUI

Description

NetWorker software cannot proceed with the diskette currently in the drive.

Resolution

Insert a new diskette.

A Removable Storage jukebox could not be created. (15879)

Type

Notification

Source

jbconfig

Description

The Removable Storage jukebox structures could not be created.

Resolution

Check the removable storage configuration and retry the procedure.

Argument list too long. (23861)

Type

Notification

Source

nsrd

Description

The argument list associated with the command that you were trying to run was longer than the setting assigned to the system's environment variable (ARG_MAX). This problem might appear when:

- The setting for the environment variable (ARG_MAX) is too low.
- The savegrp command was called from a script instead of from the NetWorker program.
- The syntax used in the associated directive is incorrect.
- The indexes are larger than the index size limit.
- The indexes are corrupted.

Resolution

Complete one or more of these tasks to resolve this error:

- If the system configuration limit for the environment variable (ARG_MAX) is set too low, either reset the variable in the /usr/include/limits.h file or recompile the kernel.
- If the savegrp command was called from a script, run the backup again by using the NetWorker User program, or the save command.
- If this message was accompanied by the message "Ignored bad ASM argument," fix the syntax of the directive.
- Perform a consistency check on the media database or the client file index.
- If the consistency check indicates a problem, recover the media database or the file index.

Check an index on UNIX and Windows

To check an index on UNIX or Windows systems complete one of:

- If the file specified in the message is a client file index, use the nsrck -F *client_name* command.
- If the file specified in the message is a media database, use the nsrim -X command.

Recover an index on UNIX

To recover an index on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.

2. Rename or delete the specified file. By default, the:
   - Client file index is located in the /nsr/index/client-name directory on the server.
   - Server file index is located in the /nsr/index/server-name directory on the server.
   - Media database is located in the /nsr/mm directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the index:
   - If the file specified in the message is a client file index, use the recover command or the nwrecover program.
   - If the file specified in the message is a server file index or media database, use the mmrecov command.

Recover an index on Windows

To recover an index on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename or delete the specified file.
   The default locations for the files are:
   - Client file index is located in the %SystemDrive%\Legato\nsr\index\client-name directory on the server.
   - Server file index is located in the %SystemDrive%\Legato\nsr\index\server-name directory on the server.
   - Media database is located in the %SystemDrive%\Legato\nsr\mm directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the file:
   - If the file specified in the message is a client file index, use the recover command or the NetWorker User program.
   - If the file specified in the message is a server file index or media database, use the mmrecov command.

Check an index on NetWare

To check an index on NetWare:

1. Select Indexes:

```
F3-Operation=>Indexes
```

2. Select Cross-check Index:

```
F8-Options=>Cross-check Index
```

Recover an index on NetWare

To recover an index on NetWare:

1. Write down the names of all old and inactive clients.

2. Remove the old and inactive clients:

```
F4-Admin=>Clients
F9 (delete)
```

3. Stop any groups currently running:

```
F3-Operation=>Group Status
F8-Options=>Stop Group Now
```

4. Exit the NetWorker program:
   a. Select File:

   ```
   F2-File
   ```

   b. Select Exit.
   c. Answer Yes to Unload all NLMs.
5. From a workstation, map to the client index. By default, this directory is located in the SYS:\NSR\index\client-name directory.
6. Delete all client subdirectories associated with the clients removed in **Step 2**.
7. Examine all client subdirectories for files without an associated extension (except LEGATODB). If there are any files other than LEGATODB without an associated extension, the index is corrupted.
8. Copy or delete all files associated with the client subdirectory to another location, and delete the original files.
9. Copy the NetWorker resource file (NSR.RES) to another directory, and leave the original file intact. By default, the NetWorker resources are located in the SYS:\NSR\RES directory.
10. Start the NetWorker program from the server prompt (invoke NETWORKR.NCF) by entering this at the prompt:

    ```
    NETWORKR
    ```

    If the problem persists, either repeat the preceding process or use the NETUTIL utility to recover the media and client indexes.

Atmos label operation failed: Failed to write cloud label: Couldn't connect to server

Type

Fatal

Source

firewall

Description

If the Atmos server and the NetWorker server are separated by a firewall, TCP ports 80 and 443 must be open to allow outgoing communication from the NetWorker server to the Atmos server. Otherwise, device operations will fail with this error.

Resolution

Open TCP ports 80 and 443.

Attempting to remove more usage than possible (‹int›, ‹int›). (659)

Type

Notification

Source

nsrd

Description

You are attempting to remove more license usage counts than are available.

Resolution

Run the command again and specify less usage.

Attempt to rename database '‹db›' to '‹db›' failed (‹string›). (32911)

Type

Notification

Source

nsrmmdbd

Description

This message can appear when the media database is being recovered through mmrecov or compressed during nsrim. The media database is renamed before the newer version of the media database replaces it.

This error message logs the renamed database, allowing the administrator to manually delete the renamed database.

Resolution

Go to https://support.emc.com/ for information about debugging the problem and for assistance with removing the temporary databases that consume disk space.

Attribute '‹attribute_name›' is missing from the jukebox command. (31994)

Type

Notification

Source

nsrmmgd, nsrd

Description

The nsrd program sends jukebox operations to nsrmmgd as a list of attributes that describe the command to be run by nsrmmgd. Some attributes are optional and some are compulsory. This message indicates that one of the compulsory attributes (specified in '‹attribute_name›') is missing from the command.

Resolution

If the command originated from `nsrjb`, run the `nsrjb` command again and add the missing information. If the command originated internally, save a copy of the daemon log and go to https://support.emc.com for technical assistance.

Authentication type 0 not adequate

Type

Fatal Error

Source

nsrmmgd, nsrmmdbd

Description

This error occurs if nsrmmgd starts before nsrmmdbd.

Resolution

Upgrade the NetWorker server to release 7.3.3 or higher. This issue was fixed by serializing the startup of nsrmmgd and nsrmmdbd.

Authentication warning: user ‹username› does not belong to group ‹groupname›, but claimed to belong to it. Removing group ‹groupname› from the credential for user ‹username›. (6622)

Type

Notification

Source

nsrexecd

Description

This message can occur on Windows or UNIX for the following reasons:

- On a UNIX system, this error occurs if you use two methods to look up group information (for example, files and nis) for a user and the two methods return mismatching information. What causes the error is if you have a group entry in the /etc/group file (used for file group lookup method) and the same entry in NIS, but the gids for these entries do not match.

- On a Windows system, this error occurs if a user claims to belong to a group to which the user does not belong and does not have privileges for. The message indicates that this user will not be appear as belonging to this group when the program talks to NetWorker daemon processes.

In either case, GSS authentication does not fail due to this error; the process continues, however the group information that the user does not have permissions to will not be provided in the credential, and therefore, any privileges granted to this OS group will not be granted to this user.

Resolution

Go to https://support.emc.com/ for technical assistance.

Authentication warning: the user's OS groups cannot be verified and will not be included in the credential. This means that remote hosts may not see the user as being a member of any OS groups. (33719)

Type

Notification

Source

nsrexecd

Description

This is a Windows system message that indicates there is a new nsrexecd binary (7.3.2 or greater) and an older NW RPC client binary (7.3.1 or 7.3) on the same machine. The most common case where this occurs is if there is a 7.3.1/7.3 Console server (gstd) or Module installation on the same machine as a 7.3.2 (or later) installation of the NetWorker client package. This message is more critical in the case of the Console server, which requires high privileges on the NetWorker server (for example, it needs the "Change Security Settings" privilege).

The user who started the program will not appear to belong to any OS groups when communicating with NetWorker server processes. So, if you grant privileges using the OS group information, the program which is based off of 7.3.1 or 7.3 NetWorker will not receive the privileges that were assigned to that OS group, even if the user starting the program belonged to the group.

This message does not indicate an authentication failure; however, some of the user's information (for example, group information) will be missing from the credential. Therefore, the user may not receive all of the expected privileges.

Resolution

Go to https://support.emc.com/ for technical assistance.

Automatically terminating operation ‹operation_name›, instance ‹operation_instance›, on jukebox ‹jukebox_name›. The operation timed out. (31835)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program automatically terminated the specified operation due to a lack of activity.

Resolution

Increase the operation time-out value in the jukebox resource and restart the operation.

Automatically terminating operation ‹operation_name›, instance ‹operation_instance›, on jukebox ‹jukebox_name›. Cannot allocate the ‹number_of_devices› required device(s). (31837)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program automatically terminated the specified operation because it cannot allocate the minimum number of required devices.

Resolution

Retry the operation when there are a suficient number of devices available.

CHAPTER 3

Messages: B

This section containsthese message descriptions:

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Bad or missing record: save set ID ‹save_set_id›, low water mark ‹int›, current offset ‹int›.

Type

Notification

Source

nsrmmd

Description

An internal error was encountered while attempting to process a record read from tape.

Resolution

Complete the following steps to resolve this error:

1. Ensure that the latest NetWorker patches are applied.
2. Run the scanner program to determine whether the content on the volume is consistent with the associated index.
3. Go to https://support.emc.com/ for technical assistance. Provide the save set ID, low-water mark, and current offset values.

Bad XBSA call sequence. (23551)

Type

Fatal Error

Source

nsrd

Description

There is an internal error in the application.

Resolution

Complete one or both of the following tasks to resolve this error:

- Install the latest NetWorker server patch.
- If the problem persists, go to https://support.emc.com/ for technical assistance.

Broken pipe.

Type

Informational

Source

nsrd

Description

Occurs when a write on a pipe does not find a reading process. The failure to generate a signal to the executing program results in the broken pipe message. Check the process at the end of the pipe to see why it exited.

CHAPTER 4

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Cancellation is in progress.

Type

Informational

Source

nsrjb

Description

The nsrjb program detected a Ctrl+c entry and updated the appropriate NSR operation status resource to show cancellation of the operation.

This is an acknowledgement of the cancellation command, not a conformation that the operation has been fully cancelled. Because the jukebox operation is passed to nsrmmgd, and then on to nsrlcpd for actual implementation, it takes time for the cancellation to be forwarded to those processes.

These operations are made up of a series of tasks. The jukebox may not permit cancellation of these tasks. When that happens, nsrlcpd must permit the current task to complete. There may be a delay between the “Cancellation is in progress” message, and the nsrjb command completing.

If cancellation results are not needed, enter Ctrl+c a second time. The nsrjb program exits without waiting to monitor the operation’s progress.

Resolution

No action required.

Cannot access the ‹drive_letter›: drive. (38655)

Type

Notification

Source

client GUI

Description

NetWorker software cannot access the drive.

Resolution

Complete these steps to resolve this error:

1. Check the hardware settings.
2. Close any applications using the drive.
3. Retry the operation.

Cannot add authorization codes to evaluation licenses. (646)

Type

Notification

Source

nsrd

Description

An attempt was made to authorize an evaluation license. An evaluation license cannot be authorized.

Resolution

Purchase and install a valid product license; then try authorizing the license again. To authorize the license, use the lgtolic command with the -c, -u, and -a options.

Cannot add new device without a valid drive tag. (15319)

Type

Notification

Source

nsrmmgd

Description

An attempt was made to allocate a jukebox device without providing a drive tag.

Resolution

Retry the operation with a valid drive tag.

Cannot allocate ‹int› devices for this operation: physical drives ‹int›, max. parallelism = ‹int›. (15431)

Type

Notification

Source

nsrmmgd

Description

The number of required devices for the given operation exceeds the number of physical drives or the current jukebox parallelism.

Resolution

Complete one or both of these tasks to resolve this error:

- If the number of required devices is more than the current parallelism setting allows and less than the number of physical drives, increase the parallelism setting or retry the operation with fewer slots or volumes.
- If the number of required devices is more than the number of physical drives, retry the operation with fewer slots or volumes.

Cannot allocate ‹int› devices for this operation: max active devices for jukebox '‹jukebox›' = ‹int›. (31842)

Type

Notification

Source

nsrmmgd

Description

The current number of maximum active devices is less than the number of devices required for the current operation.

Resolution

Complete one or both of these tasks to resolve this error:

- If the operation can use only devices on the specified host, change the number of maximum active devices on the storage node resources associated with the specified host.
- If the operation can use all devices, ensure that the total number of maximum active devices on storages nodes associated with the jukebox devices is greater than or equal to the number of devices requested by the current operation.
- Retry the operation with fewer slots or volumes.

Cannot allocate 1 devices needed for label operation: number of available and usable devices = 0. (8382)

Type

Notification

Source

nsrjb

Description

This error occurs when you initiate a label operation and select a specific device. It can mean one of the following:

- Pool restrictions are preventing the tape from being labeled in the drive you want to use.
- NetWorker is automatically attempting to label a tape but all devices for a particular pool are in use.

Resolution

If all devices for a particular pool are in use, wait for one of the devices to become free so that the drive can be allocated for the label operation.

Cannot alter expiration date on a license in a grace period. (650)

Type

Notification

Source

nsrd

Description

The grace period for this enabler code has expired.

Resolution

To extend the expiration date further, a new authorization code must be obtained and entered by using the lgtolic -u *enabler_code* -a *authorization_code* command.

Cannot alter expiration date on a nonexistent license. (649)

Type

Notification

Source

nsrd

Description

An attempt was made to authorize a license that does not exist in the License Manager's database.

Resolution

Check to ensure that a valid enabler code is installed by using the lgtolic command with the -u option.

Cannot bind socket to connection port range on system ‹hostname›

Type

Fatal

Source

nsrexecd

Description

Appears in the savegroup messages or in stdout during manual operations when there are insufficient connection ports available and NetWorker cannot establish a connection.

Resolution

Ensure that the Connection port attribute in the NSR System Port ranges resource is 0-0 on the host specified by hostname.

Cannot change ‹enabled› status while the jukebox is being auto-configured. (43230)

Type

Informational

Source

nsrd

Description

An unsuccessful attempt was made to change the value of the jukebox status during auto-configuration.

Resolution

Wait until auto-configuration is complete before changing the enabled attribute.

Cannot change volume flags without confirmation. (15381)

Type

Informational

Source

nsrmmgd

Description

When prompted to confirm the update of current volume flags, the response was No.

Resolution

No action required.

Cannot connect to NSR service on ‹server› jbconfig RPC error: Program not registered. (7842)

Type

Notification

Source

RPC

Description

This message might appear if you have installed the jbconfig program on a Tru64 computer and started the jbconfig program immediately after the installation.

This message indicates that after the jbconfig program was installed, the NetWorker server did not have enough time to start and register the remote procedure call (RPC) numbers provided by the nsrd program.

Resolution

Press Ctrl + c to exit the program.

Note

Because the registration of NetWorker software is CPU dependent, there is no exact time for running the jbconfig program again. Two minutes should be enough time to allow NetWorker software to register.

Cannot delete device '‹device_name›' as it is currently busy. (11895)

Type

Informational

Source

nsrd

Description

An attempt to delete a jukebox device was unsuccessful because it is currently in use.

Resolution

Wait for the device operation to complete before trying to delete it.

Cannot delete ‹file›: ‹error_string›. (889)

Type

Notification

Source

nsrmmdbd

Description

This message appears during media database startup.

While the media database was removing extraneous files in the database directory, it was unable to delete a given file. This filename and error string appear as a notification.

Resolution

Manually remove the logged file.

Cannot determine status of the backup process. Use mminfo to determine job status.

Type

Fatal Error

Source

savegrp, save

Description

The backup of the specified save set might be complete. There has not been any status reported from the client-side program. This problem might occur when:

- The network connection between the client and server was lost during the backup session.
- The disk on which the client status is logged is full. By default, the client status is maintained in this directory:
  - UNIX: `/nsr/logs`
  - Windows: `%SystemDrive%\Program Files\Legato\nsr\logs`
  - NetWare: `SYS:\NSR\logs`
- The NetWorker Module binaries are not installed on the database server.
- Save group parallelism has been set to a non-zero value for some backup groups.

Resolution

Complete one or more of these tasks to resolve this error:

- Use mminfo -v -c (client_name) -t (time) to determine whether the save set was backed up successfully. The mminfo report shows completion status in the Flags column. An “a” flag means the backup was aborted.
- Use ping to verify that the network protocols are functioning properly.
- Determine whether the drive containing the log file is full:
  - UNIX: Run **`df /nsr/tmp`**.
  - Windows: Right-click the drive where NetWorker software is installed and select Properties.
- Verify that all relevant NetWorker Module binaries are installed on the database server.
- Set the Save Group Parallelism attribute for all save groups to 0 (zero).

Cannot fetch save set after ‹save_set› record ‹db›. (9791)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message may appear during media database compression. An unreadable save set record was encountered. The record will be skipped or removed from the database.

Resolution

No action required.

Cannot fetch volume after ‹vol› record ‹decimal›. (9787)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message may appear during media database compression. An unreadable volume record was encountered. The record will be skipped or removed from the database.

Resolution

No action required.

Cannot find attribute '‹attribute_name›' for jukebox '‹jukebox›.' (43246)

Type

Warning

Source

nsrd

Description

The specified attribute is missing from the jukebox resource.

Resolution

Check the jukebox resource to ensure that a value is provided for the specified attribute.

Cannot find attribute ‹attribute_name› for resource ‹resource_name›. (43245)

Type

Notification

Source

nsrd

Description

The nsrd program received a jukebox resource update indicating initiation of an operation. However, the update did not contain a value for the mandatory Operation Instance attribute.

Resolution

Copy the nsrd daemon log file and go to https://support.emc.com/ for technical assistance. If the error can be reproduced, run nsrd with a high debug level (nsrd –D7) and provide that information to the support representative.

Cannot find any jukebox with a device named '‹device_name›.' (15754)

Type

Notification

Source

nsrjb, nsrd

Description

A requested jukebox operation specified the device name or server name, but NetWorker software cannot find a resource for it.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the device and server names are correct.
- Ensure that the jukebox resource exists. If necessary, add it with the jbconfig command.
- Ensure that the device name is correct in the resource.

Cannot find any jukebox with a device named '‹device_name›' for server '‹server_name›.' (15753)

Type

Notification

Source

nsrjb, nsrd

Description

A requested jukebox operation specified the device name or server name, but NetWorker software cannot find a resource for it.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the device and server names are correct.
- Ensure that the jukebox resource exists. If necessary, add it with the jbconfig command.
- Ensure that the device name is correct in the resource.

Cannot find barcode ‹barcode_value› in jukebox '‹jukebox›.' (15744)

Type

Notification

Source

nsrjb, nsrmmgd

Description

An attempted jukebox operation specified media by means of barcodes, but the barcode did not exist in the jukebox RAP resource.

Resolution

Ensure that you are using the correct jukebox name, or specify the media by volume name. Add barcodes to the media and inventory as necessary.

Cannot find device '‹device_name›' in the list of configured devices. (15435)

Type

Warning

Source

nsrmmgd

Description

An attempt was made to associate a device with a jukebox that is not configured as a NetWorker resource.

Resolution

Configure the device and add it to the jukebox.

Cannot find file history info for ‚filename....You may still be able to recover this file with a saveset recovery

Type

Fatal

Source

nsrndmp_save

Description

Appears in the daemon.raw file of the NetWorker server when FH information is missing or corrupted for the file specified in the error message. For example, NetWorker cannot update the client file index(CFI) with FH information when a backup process interruption occurs during the failover of a clustered NetWorker environment. You cannot perform an NMDP file-by-file recover or a save set recover when the CFI does not contain the associated FH information.

Resolution

Perform a save set recover from the command prompt.

Cannot find media map file ‹full_path›. Removing additional map information. (31800)

Type

Notification

Source

nsrmmgd

Description

The media map file was deleted while nsrmmgd was running. This message is logged by nsrmmgd to the *daemon log* file.

Resolution

If the file was removed to prevent nsrmmgd from using the additional map information, no action is required.

Cannot find jukebox '‹jukebox›.' (15416)

Type

Notification

Source

nsrjb, nsrd, nsrmmgd

Description

A requested jukebox operation specified both the jukebox name and the server hostname, but NetWorker software cannot find the resource.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the jukebox name is correct.
- Ensure that the jukebox resource exists. If necessary, add it with the jbconfig command.

Cannot find jukebox '‹jukebox›' for server '‹server_name›.' (15748)

Type

Notification

Source

nsrjb, nsrd

Description

A requested jukebox operation specified both the jukebox name and the server hostname, but NetWorker software cannot find a resource for this combination.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the server and jukebox names are correct.
- Ensure that the jukebox resource exists. If necessary, add it with the jbconfig command.

Cannot find operation status resource instance ‹int›. (12560)

Type

Warning

Source

nsrmmgd, nsrjb, nsrd

Description

A RAP resource of type NSR Operation Status is created for tracking and managing each jukebox operation and certain device operations. As the operation progresses, the resource is updated to show progress or request a response. This message indicates that a NetWorker program tried to locate a specific resource, but could not find it.

Resolution

There are several possible causes and solutions. These resources exist for a certain period after the operation is complete. They are deleted when the NetWorker program shuts down.

If the message appears after a response to a prompt, it is possible that the delay before entering information was too long and one of these occurred:

- The operation timed out. Check the daemon log to determine if this is the case. Resubmit the operation.
- The prompt was answered from another source, such as nsradmin or the GUI, enabling the operation to complete. No action is required.
- The operation was remotely cancelled while nsrjb was still showing a prompt. Resubmit the operation.

If the message appears for any other reason, transient resources should be configured to expire later. Balance the slight performance cost of keeping resources around for a longer period and the inconvenience of getting this error message from monitoring programs such as nsrjb.

If the polling period is too long or the retention policy for the operation status resources is too short, the resources may be deleted following the operation completion, without the nsrjb registering the completion status.

Adjust the nsrjb polling rate with the environment variable NSRJB_POLL_INTERVAL. The default is 10 seconds and can be adjusted between 5 and 30 seconds.

Adjust the resource retention period by adjusting the Operation Lifespan attribute of the applicable jukebox resource.

Cannot find pool ‹pool_name›. (15424)

Type

Notification

Source

nsrmmgd

Description

The requested operation pool cannot be found.

Resolution

Retry the operation using the correct pool name.

Cannot find proc address in ntmsapi.dll. (5177)

Type

Notification

Source

jbconfig, nsrjb

Description

The Removable Storage Application Programming Interfaces (APIs) cannot be loaded. It is possible that Removable Storage is not supported on the version of Microsoft Windows you are currently running.

Resolution

Ensure that the version you are using is Windows 2000 or later.

Cannot find resource for jukebox '<jukebox>'. (11934)

Type

Warning

Source

nsrd

Description

An attempt was made to look up or modify a RAP resource that no longer exists.

Resolution

Use the jbconfig program to re-create the jukebox resource.

Cannot find the location of program <program>. The process is exiting. 32468

Type

Notification

Source

nsrexecd

Description

The location of the nsrexecd process cannot be found.

Resolution

Ensure that the nsrexecd binary exists in the installation directory and retry the operation.

Cannot find volume '‹volume_name›' in jukebox '‹jukebox›'. (15763)

Type

Notification

Source

nsrmmgd

Description

The selected volume is not in the list of volumes associate with the jukebox.

Resolution

Complete one or both of these tasks to resolve this error:

- If the volume is known to be in the jukebox, reset or inventory the jukebox.
- If the volume does not exist on the jukebox, select another volume.

Cannot format database ‹string›. (32896)

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears at media database startup. This message indicates that the media database has detected an improper shutdown and the database is being scavenged.

The media database is attempting to restore the database header; however, it cannot locate or initialize the header.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot increment the usage for this particular license type. (655)

Type

Notification

Source

nsrd

Description

The particular license type named cannot have its usage increased. The maximum number of licenses for this license type is already in use.

Resolution

Add another bulk enabler for the type of license in question.

Cannot load license resource. (7755)

Type

Fatal Error

Source

nsrd

Description

An attempt was made to manually modify a License resource, or an application failed to provide the required license attribute values to the service. This problem might occur when:

- An enabler for a different platform is entered to enable an EMC product or feature.
- The License resource is corrupted.

Resolution

Complete one or both of these tasks to resolve this error:

- Verify that the enabler code entered is correct by using the nsrcap -c -v -n (enabler_code) command.
- Recover a previous version of the NetWorker resource file (`nsr.res`) from backup or clone volumes.

Recover the nsr.res file on UNIX

To recover the nsr.res file on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Rename or delete the `nsr.res` file. By default, this file is located in the /nsr/res directory.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the nsr.res file by using either the recover command or the nwrecover program.

Recover the `nsr.res` file on Windows

To recover the `nsr.res` file on Windows systems:

1. From the Services control panel, shut down the NetWorker services:
   a. Select NetWorker Backup and Recover Server.
   b. Click Stop.
2. Rename or delete the `nsr.res` file. By default, this file is located in the `%SystemDrive\Program Files\nsr\res` directory.

3. From the Services control panel, restart the NetWorker services:
   a. Select NetWorker Backup and Recover Server.
   b. Click Start.
4. Recover the nsr.res file by using the recover command or the NetWorker User program.

Recover the `nsr.res` file on NetWare

To recover the `nsr.res` file on NetWare:

1. Stop any groups that are currently running:
   F3-Operation=›Group Status

   F8-Options=›Stop Group Now
2. Exit the NetWorker program:
   a. Select File:
      F2-File
   b. Select Exit.
   c. Answer Yes to Unload all NLMs.
3. Copy the NetWorker resource file (`nsr.res`) to another directory, and leave the original file intact. By default, the NetWorker resources (**`nsr.res`**) are located in the **`SYS:\nsr\res`** directory.
4. Start the NetWorker program from the server prompt (invoke NETWORKR.ncf) by entering this command at the prompt:
   `NETWORKR`
5. Use the NetWorker recover program to recover the NetWorker resources.

Cannot load ntmsapi.dll. (15892)

Type

Notification

Source

jbconfig, nsrjb

Description

The dynamic link library (DLL) cannot be loaded. This could indicate that Removable Storage is not supported on the version of Microsoft Windows currently running.

Resolution

Check that the version you are running is Microsoft Windows 2000 or later.

Cannot locate the license binding for appliance ‹appliance›. (661)

Type

Notification

Source

nsrd

Description

This is an internal product error. The backup server cannot find an allowance for the specified appliance.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot mount database ‹string›. (32897)

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears on startup if the media database was shut down improperly, and the database is being scavenged.

After initializing an empty database, the scavenge process failed to mount the resulting empty database.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot obtain unique operation instance number. (4179)

Type

Fatal Error

Source

nsrd

Description

The NSR Operation Status resources that track and control jukebox operations (and some device operations) are distinguished by an instance number attribute assigned during the creation of the resource. The instance number will eventually roll back to zero if it gets too large. This message indicates that NetWorker software is unable to find a unique instance number, indicating that all possible instance numbers are in use.

Resolution

If this error occurs, check the number of current and complete jukebox and device operations in the NetWorker RAP database.

If there are several complete operations, adjust the Operation Lifespan attribute of some or all jukeboxes to ensure that NSR Operation Status resources for completed operations are not retained for a lengthy period. This enables new operations to use the completed instance numbers.

If there are large numbers of operations still queued, allow them to complete before submitting new operations.

Cannot open ‹device› for reading. No such file or directory. (8356)

Type

Notification

Source

nsrmmd

Description

The nsrmmd process was attempting to read data from the specified device, but the device was inaccessible. This problem might occur under any of these conditions:

- The tape device is not configured properly on the system.
- A hardware failure occurred.
- The tape drive or device is offline.
- You are using a file-type device, and the specified file or directory does not exist.

Resolution

Complete one or more of these tasks to resolve this error:

- Ensure that NetWorker software can communicate with the device.
- Ensure that the device is properly configured.
- Ensure that the specified file or directory exists.

Cannot open ‹device› for writing. Permission denied. (8357)

Type

Notification

Source

nsrmmd

Description

The nsrmmd process could not write to the specified device. This problem might occur under any of these conditions:

- You do not have the appropriate permissions. The nsrmmd process only writes files to a volume if the operator has the appropriate permissions.

- The tape device is not configured properly on the system.
- A hardware failure occurred.
- The tape drive or device is offline.

Resolution

Complete one or more of these tasks to resolve this error:

- If files are being remotely backed up, ensure that the Remote Access attribute in the associated Client resource is set.
- Ensure that NetWorker software can communicate with the device.
- Ensure that the device is properly configured.

Cannot open device map file ‹full_path›:‹OS_error_ message›. (31796)

Type

Notification

Source

nsrmmgd

Description

This error message appears in the daemon log file when nsrmmgd fails to open or read the data map file. The media map file is a file with additional media types defined by the user (`/nsr/smdevmap.txt`).

Resolution

Determine why the file is not readable from the operating system error message and make the file readable. You may need to change the read/write permissions or the file owner.

Cannot operate on slot ‹slot_number› in jukebox '‹jukebox›': slot is outside ‹range› ranges. (31908)

Type

Notification

Source

nsrmmgd

Description

This selected slot cannot be used because it is outside the available cleaning slots or physical ranges.

Resolution

Select a different slot or change the range in the jukebox.

Cannot operate on volume '‹volume›' in slot '‹slot_name›' in jukebox '‹jukebox›': slot is outside ‹range› ranges. (31845)

Type

Notification

Source

nsrmmgd

Description

This selected volume is currently outside the available slot ranges.

Resolution

Select a different volume or change the current available ranges in the jukebox resource.

Cannot query client ID map database. (9835)

Type

Fatal Error

Source

nsrmmdbd

Description

This error message appears when attempting to query a client ID map, but the maps cannot be accessed. This is likely the result of an error in the code.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot query the pool resources. Unable to verify the save sets on the media. (6777)

Type

Fatal Error

Source

savegrp

Description

The savegrp program was unable to obtain Pool resource information from the nsrd service. This problem might occur if:

- The nsrd service crashed.
- A network-related problem occurred on the server.

Resolution

Complete these steps to resolve this error:

1. Restart the nsrd service.
2. Reboot the server.

Cannot queue operation ‹operation›. The operations queue for jukebox '‹jukebox›' has reached its maximum capacity of ‹int›. (31834)

Type

Notification

Source

nsrmmgd

Description

There are too many operations in the jukebox queue. The default setting enables 100 operations.

Resolution

Complete one or more of these to resolve this error:

- Restart the operation after the jukebox finishes some of the queued operations.
- Cancel some of the queued operations.
- Increase the size of the nsrmmgd operations queue. Use the environment variable MMGD_MAX_QUEUE to reset the queue size.

Cannot queue operation ‹operation›. The operations queue for jukebox '‹jukebox›' is currently locked by ‹operation›, operation instance ‹operation_instance›. (31833)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program rejected a new operation because the operation queue is currently blocked by another operation. Reset, add, and remove devices can briefly lock the queue.

Resolution

Retry the operation.

Cannot read checksum volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› at: ‹string›.

Type

Fatal Error

Source

nsrmmdbd

Description

This message indicates one of the following:

- An internal bug.
- The journal code failed to protect the data integrity.

Whenever a volume record is read, the stored checksum (32-bit CRC) is compared against the calculated checksum. This message indicates that the record does not contain a checksum.

Media databases earlier than NetWorker software release 7.0 did not have checksums. However, these records are not checked because the release number is used to determine whether the record has a checksum. The conversion from an earlier release of NetWorker software to release 7.0 or later is done when the record is updated.

All records are automatically converted during compression performed every 23 days by the NetWorker Index Management program (nsrim) process or when an improper shutdown is detected.

Records without checksums from NetWorker software release 7.0 or later are considered suspect and are not returned to the requesting client application. It appears to the client application that the record does not exist. Each time the record matches a query and is read, the error message is logged again.

Resolution

To resolve this error complete one of these actions:

- If there is sufficient information in the error message, delete the volume using NetWorker Console or the NetWorker Media Management command (nsrmm).
- Removed all invalid records by running nsrim.
  Invalid records are automatically removed during the compression phase and on startup if the media database was improperly shut down.

Cannot read record ‹record_num› of file ‹file_num› on ‹record_num› ‹file› ‹vol›. (8433)

Type

Notification

Source

nsrmmd

Description

The specified file and record could not be read from the media. The device or the media is damaged, corrupted, or dirty.

Resolution

Complete one or more of these tasks to resolve this error:

- Clean the device.
- Ensure that the media is functioning properly.
- Ensure that the device is functioning properly.

Cannot read the current volume label. ‹error_message›. (15330)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program is performing a label operation on a volume that does not have a label or has an unreadable label. The program will write a new label.

Resolution

No action required.

Cannot read the current volume label. ‹error_message›. Assuming that the volume is unlabeled. (15330)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to read the volume label. In most cases, the volume has no label or is not a NetWorker volume. If the volume label is not readable, nsrmmgd assumes that the volume is not labeled and updates the jukebox resources accordingly.

Resolution

If necessary, re-inventory the volume.

Cannot recycle the volume in slot ‹slot_number›. The current volume has no label or the label is not readable. (15347)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program attempted to recycle an unlabeled volume or a volume with an unreadable label.

Resolution

Re-inventory the slot. If the volume has a label and the inventory operation reported that there was no label, the media or device are corrupt. Inventory the volume on a different device (nsrjb -I -S *slot_number* -f *device*). If the problem persists, the media is corrupt or the initial device must be cleaned or fixed.

Cannot release ‹int› usage counts. (657)

Type

Notification

Source

nsrd

Description

An attempt was made to delete more usage counts than were used for the specified license.

Resolution

No action required.

Cannot release usage for license not in use. (653)

Type

Informational

Source

nsrd

Description

The license named is not in use. Therefore, usage cannot be released.

Resolution

Check to see whether the license on the license server was in use.

Cannot release usage for nonexistent license. (654)

Type

Informational

Source

nsrd

Description

A license was deleted from a server that is not used by any appliance.

Resolution

No action required.

Cannot remove operation ‹operation_id›. The operation is busy. (15439)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program is attempting to cancel a busy operation.

Resolution

No action required.

Cannot remove task ‹task›. The task is busy. (15440)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program is attempting to cancel a busy task.

Resolution

No action required.

Cannot reposition file ‹cloud filename› to ‹offset› -- ‹cloud error string›\n

Type

fatal error

Source

nsrmmd

Description

A seek operation on the cloud saveset file failed.

Resolution

This error is usually the result of an error on the cloud vendor side:

- Look for more information in the ‹cloud error string›.
- Follow the vendor's recommended corrective actions.
- Contact the vendor's technical support for help if this issue persists.

Cannot retrieve on ‹device name›: ‹transformation error string› for ssid=‹saveset id›

Type

fatal error

Source

nsrmmd

Description

During a recover operation, the transformation layer could not read and process the data from the cloud.

Resolution

- Look for more information in the ‹transformation error string›.

Cannot scavenge ‹db› (‹string›) — recover from backup media. (32900)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database has detected an improper shutdown and attempted to scavenge and restore the database. The scavenge process failed.

Resolution

Restore the database and go to https://support.emc.com/ for technical assistance.

Cannot scavenge record file ‹file› within database ‹db›. (32898)

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears on startup if the media database was shut down improperly, and the database is being scavenged. The scavenge process reconstructs the database maps to verify the data records in the segment record files (vol.0,ss.0 & clients.0).

This is a major error and the scavenge process is unable to complete processing the segment file. Both the segment file and associated database appear in the error message.

A detailed description of the failure appears just prior to the error message.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot unmount database ‹db›. (32899)

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears on startup if the media database was shut down improperly and the database is being scavenged.

The database is unmounted after the scavenge process. This message reports the reason the database failed to unmount.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot update client ID: ‹client_id› name: ‹client›.

Type

Fatal Error

Source

nsrmmdbd

Description

This error message appears when an attempt to update a client ID map is made but the record cannot be updated. The message could indicate a lack of disk space.

The client ID map records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-size fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for more available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot update save set record.

Type

Fatal Error

Source

nsrmmdbd

Description

This error occurs when you attempt to update a save set, but cannot access the specified save set. This error message may indicate a code issue.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot update ssid: ‹save_set_id› host: ‹host› name: ‹save_set› checksum record. (9911)

Type

Fatal Error

Source

nsrmmdbd

Description

This error appears when you attempt to update a save set, but the record cannot be updated. This could indicate a lack of disk space.

The save set records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-sized fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot update ssid: ‹save_set_id› host: '‹host›' name: ‹save_set› fixed record. (9909)

Type

Fatal Error

Source

nsrmmdbd

Description

This error appears when you attempt to update a save set, but the record cannot be updated. This could indicate a lack of disk space.

The save set records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-sized fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot update ssid: ‹save_set_id› host: '‹host›' name: ‹save_set› variable record. (9910)

Type

Fatal Error

Source

nsrmmdbd

Description

This error appears when you attempt to update a save set, but the record cannot be updated. This could indicate a lack of disk space.

The save set records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-sized fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot update volid: ‹vol_id› name: ‹vol› checksum record. (9997)

Type

Fatal Error

Source

nsrmmdbd

Description

This error occurs when attempting to update a volume, but the record cannot be updated. It may indicate a lack of disk space.

The volume records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-sized fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot update volid: ‹vol_id› name: ‹vol› fixed record. (9996)

Type

Fatal Error

Source

nsrmmdbd

Description

This error occurs when attempting to update a volume, but the record cannot be updated. It may indicate a lack of disk space.

The volume records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-sized fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot update volid: ‹vol_id› name: ‹vol› record.

Type

Fatal Error

Source

nsrmmdbd

Description

This error occurs when attempting to update a volume, but the volume access cannot be performed. The inability to access the volume most likely indicates a code issue.

Resolution

Go to https://support.emc.com/ for technical assistance.

Cannot update volid: ‹vol_id› name: ‹vol› variable record. (9998)

Type

Fatal Error

Source

nsrmmdbd

Description

This error occurs when attempting to update a volume, but the record cannot be updated. It may indicate a lack of disk space.

The volume records are accessed in three pieces:

- The fixed portion that holds the search indexes and other fixed-sized fields.
- The variable portion, which is External Data Representation (XDR) encoded into the record.
- The 32-bit checksum (NetWorker software release 7.0 and later).

Resolution

Complete these steps to resolve this error:

1. Shut down the media database.
2. Check the partition where the media database resides for available space.
3. Go to https://support.emc.com/ for technical assistance.

Cannot use jukebox '‹jukebox›': it is in service mode. (39116)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is rejecting an operation because the jukebox is in service mode.

Resolution

Enable the jukebox.

Cartridge ‹cartridge_id› is already allocated to slot ‹slot_number› jukebox '‹jukebox›'. (31920)

Type:

Notification

Source:

nsrmmgd

Description:

An attempt was made to allocate a cartridge already allocated to the jukebox. Cartridges must have unique IDs in a jukebox.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the cartridge ID is typed correctly.
- Remove the cartridge with the same ID and add one with a different ID.

Changing volume ‹vol› to appendable. (8492)

Type:

Informational

Source:

staging

Description:

If any space has been recovered during a recover space operation on a full advanced file type volume, the volume-mode is changed to appendable, allowing data to be saved to the volume.

Resolution

No action required.

Check system device ordering. Moving device on %s to %s.

Type

Notification

Source

NMC

Description

This error appears in the Alerts and Notifications window of the NetWorker Management Console when a device ordering error has been detected.

Resolution

Scan for devices in NMC and re-enable the device.

Chunk to nsrmmd failed. Software caused connection abort. (11318, 402)

Type

Fatal Error

Source

ansrd, save, savegrp

Description

The server might have shut down or crashed during a backup session.

Resolution

Complete one or both of these tasks to resolve this error:

- Verify that the network protocols are functioning properly. Test by running ping. Retry the operation.
- Shut down and restart the NetWorker services. Retry the operation.

Shut down and restart the NetWorker services on UNIX

To restart NetWorker services on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Restart the NetWorker daemons by using the startup script.

Shut down and restart the NetWorker services on Windows

To restart NetWorker services on Windows systems:

1. From the Services control panel, shut down the NetWorker services:
   a. Select NetWorker Backup and Recover Server.
   b. Click Stop.
2. From the Services control panel, restart the NetWorker services:
   a. Select NetWorker Backup and Recover Server.
   b. Click Start.

Shut down and restart the NetWorker services on NetWare

To restart NetWorker services on NetWare systems:

1. Stop any groups that are currently running:
   F3-Operation=›Group Status

   F8-Options=›Stop Group Now

2. Exit the NetWorker program:
   a. Select File:
      F2-File
   b. Select Exit.
   c. Answer Yes to Unload all NLMs.
3. Start the NetWorker program from the server prompt (invoke NETWORKR.NCF) by entering this command when prompted:
   NETWORKR

'‹client_id›' map error ssid: ‹save_set_id› flags: ‹hex› size: ‹int› files: ‹string›.

Type

Notification

Source

nsrmmdbd

Description

This message indicates a failure to create a mapping for the client to '‹*client_id*›.' This check is performed at startup and when nsrim -m is invoked.

Resolution

No action required.

Cleaned up deleted volume ‹volume name› on the cloud

Type

Informational

Source

nsrmmd

Description

After a volume is deleted from the NetWorker software, the corresponding data files on the cloud are deleted in a periodic cycle. This message indicates the successful deletion and reclamation of space from the cloud for that device.

Resolution

No action required.

Cleaning operation is already in progress on device ‹device›: operation ID = ‹operation_id› task ID = ‹task_id›. (15441)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program attempted to start a second cleaning operation on the same device.

Resolution

No action required.

Cloning not supported; upgrade required. (12285)

Type

Notification

Source

nsrclone

Description

There has been an attempt to clone data. The cloning option is not available with this NetWorker software release.

Resolution

Upgrade NetWorker software to a release that supports cloning.

Cloning requires at least 2 devices. (12277)

Type

Notification

Source

nsrclone

Description

You do not have two active devices configured. To copy data from one volume to another, configure two devices on the NetWorker server.

Resolution

Configure at least two devices on the NetWorker server: one that is a read/write device and another that is a read-only or read/write device.

Command must be run on the host to which device '‹device›' is attached.

Type

Notification

Source

nsrjb

Description

The nsrjb command run on the host where the specified device is attached. It cannot be run remotely.

Resolution

Identify the host to which the device is attached and issue the nsrjb command from that host.

Command option ‹option› needs tag option -T or slot option -S. (38628)

Type

Notification

Source

nsrjb

Description

The requested command option is not one that nsrjb can automatically determine which slot or tag applies.

Resolution

Specify the required slots or tags on the nsrjb command line.

Connect to nsrexec prog 390113 vers 1 on `host' failed: RPC error: Remote system error

Type

fatal

Source

nsrmon

Description

Occurs when the NetWorker virtual server cannot start nsrmmd on a NetWorker storage node.

This error also appears when the nsrexecd daemon on UNIX or the NetWorker Remote Exec service on Windows is not running on the storage node.

Resolution

To resolve this issue, start the nsrexecd process on UNIX or the NetWorker Remote Exec service on Windows.

Connection refused

Type

Fatal

Source

nsrexecd

Description

Appears when the NetWorker host cannot establish a portmapper connection on port 7938 or 111.

Resolution

Ensure that the NetWorker software can register an RPC portmapper connection on port 7938 or 111. Refer to the NetWorker Administration Guide for details.

Connection reset

Type

Fatal

Source

nsrexecd

Description

Appears when the connection between two NetWorker hosts closes prematurely.

Resolution

To resolve this issue, configure the datazone to send a keep alive signal between the hosts at an interval that is shorter than the time out period defined on the firewall. Refer to the *NetWorker Administration Guide* for details.

Consolidation session done saving to pool '‹pool›' (‹vol›). (38718)

Type

Informational

Source

nsrd

Description

The save set consolidation session is complete.

Resolution

No action required.

Correcting overlapping fragment for ssid ‹save_set_id›, low ‹low› got volid ‹vol_id›, ffn ‹first_file›, frn ‹first_record› had volid ‹vol_id›, ffn ‹first_file›, frn ‹first_record›. (32327)

Type

Informational

Source

scanner

Description

During a scanning operation, the scanner program found duplicate data on two separate volumes. The scanner program is updating the media database with information from the most recent copy of the data. This duplicated data is most likely a fragment of a save set that spans multiple volumes.

When a save set backup continues onto a second volume, the last piece of data written on the first volume is rewritten to the beginning of the second volume to ensure the data can be recovered. When scanner processes the first volume before the second volume, it detects this duplicate data and updates the media database with the most recent version of the data.

If the second volume is scanned before the first volume, the message is "skipping overlapping fragment." This indicates both of the following:

- The scanned data is retained.
- The data from the first volume is "skipped."

Resolution

No action required.

Could not allocate memory for Removable Storage libraries.

Type

Notification

Source

jbconfig

Description

There was not enough memory on the system to complete the configuration of the Removable Storage jukebox.

Resolution

Complete these steps to resolve this error:

1. Check system settings for virtual memory. If the amount of virtual memory is inadequate, increase it.
2. Try to complete the configuration of the Removable Storage jukebox.

Could not allocate memory to check for Removable Storage libraries.

Type

Notification

Source

dvdetect

Description

There was not enough memory on the system to complete the configuration of the Removable Storage jukebox.

Resolution

Complete these steps to resolve this error:

1. Check system settings for virtual memory.
2. Increase the virtual memory if required.
3. Try allocating memory to check for the Removable Storage libraries again.

Could not authenticate this user name and password, try again!

Type

Notification

Source

NMC

Description

This message appears when you attempt to log into the NMC server with:

- An unrecognized username or an incorrect password. To resolve this issue, use the correct user name and password combination for the configured NMC server authentication method.
- An AD user that has the option **User must change password at next login** enabled. To resolve this issue, change the password before attempting to log in to the NMC server.
- A user that is not enabled in the NetWorker Authentication Service local user database.

Could not convert drive GUID to string. The jukebox was not added.

Type

Notification

Source

jbconfig

Description

Internal error processing Removable Storage data.

Resolution

Complete these steps to resolve this error:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker Resources Inventory in the Removable Storage Microsoft Management Console (MMC) snap-in.
4. Convert the Global Unique Identifier (GUID) to a string again and add the jukebox.

Could not edit the ASR SIF file. (17424)

Type

Notification

Source

client GUI

Description

NetWorker software cannot write to the Automated System Recovery (ASR) state file on the new location.

Resolution

Complete one or both of these tasks to resolve this error:

- Check the diskette and the drive; if necessary, insert a different diskette.
- Check the hard drive location, verify read/write/change permission in this location and that there is space on the disk.

Could not format the diskette in ‹drive_letter›: (38661)

Type

Notification

Source

client GUI

Description

NetWorker software cannot format the disk.

Resolution

Check the diskette and the drive. If necessary, insert a new diskette.

Could not obtain Removable Storage changer information.

Type

Notification

Source

dvdetect

Description

Information from the Removable Storage service cannot be obtained.

Resolution

Complete these steps to resolve this error:

1. Ensure Removable Storage service is started.
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.
3. Obtain the Removable Storage changer information again.

Could not obtain Removable Storage changer information. The jukebox was not added.

Type

Notification

Source

jbconfig

Description

The changer information from the Removable Storage could not be obtained.

Resolution

Complete these steps to resolve this error:

1. Ensure the Removable Storage service is started
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.
3. Obtain the Removable Storage changer information.

Could not obtain Removable Storage drive information.

Type

Notification

Source

dvdetect

Description

Information from the Removable Storage service could not be obtained.

Resolution

Complete these steps to resolve this error:

1. Ensure the Removable Storage service is started.
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.
3. Obtain the Removable Storage drive information again.

Could not obtain Removable Storage library information.

Type

Notification

Source

dvdetect

Description

Information from the Removable Storage service could not be obtained.

Resolution

Complete these steps to resolve this error:

1. Ensure Removable Storage service is started.
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.

3. Obtain the Removable Storage library information again.

Could not obtain Removable Storage library information. The jukebox was not added.

Type

Notification

Source

jbconfig

Description

The library information from the Removable Storage could not be obtained.

Resolution

Complete these steps to resolve this error:

1. Ensure the Removable Storage service is started.
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.
3. Obtain the Removable Storage Library information.

Could not obtain Removable Storage media information. The jukebox was not added.

Type

Notification

Source

jbconfig

Description

The media information from the Removable Storage could not be obtained.

Resolution

Complete these steps to resolve this error:

1. Ensure the Removable Storage service is started.
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.
3. Obtain the Removable Storage media information again.

Could not open dir = ‹dir_path›. (32279)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to open and back up the directory identified by ‹dir_path›.

Resolution

Go to https://support.emc.com/ for technical assistance.

Could not open the ASR SIF file for editing. (17423)

Type

Notification

Source

client GUI

Description

NetWorker software cannot open the Automated System Recovery (ASR) state file on the new location to edit the flags section.

Resolution

Complete one or both of these tasks to resolve this error:

- Check the diskette and the drive; if necessary, insert a different diskette.
- Check the hard drive location, verify read/write/change permissions and that there is space on the disk.

Could not position ‹device› to file ‹file_number›, record ‹record_number›. (8431)

Type

Notification

Source

nsrmmd

Description

The nsrmmd process could not position the device at the specified file and record.

Before reading or writing to media, the nsrmmd process positions the device head to a specified file or record. This position operation uses a system-dependent device control system call. This operation might fail if:

- The device loses track of its current position.
- The device is inaccessible.
- The device or the media is damaged, corrupted, or dirty.

If the drive has lost track of its current position, the nsrmmd process tries the operation again. If the error persists, the nsrmmd process rewinds the volume to establish the current position of the device and then tries again to position the device at the specified file and record.

Resolution

Complete one or more of these tasks to resolve this error:

- Ensure that the device is properly configured.
- Ensure that the media is functioning properly.
- Ensure that the device is functioning properly.

Could not reopen cloud file for saveset ‹saveset name› -- ‹cloud error string›

Type

fatal error

Source

nsrmmd

Description

The saveset file on the cloud could not be reopened for a write operation.

Resolution

This is usually a result of an error on the cloud vendor side:

- Look for more information in the ‹cloud error string›
- Follow the vendor's recommended corrective actions.
- Contact the vendor's technical support for help if this issue persists.

Could not run netsh. (4621)

Type

Notification

Source

save

Description

NetWorker software could not spawn a process to run the netsh utility. This is the utility that gathers network information for configuration purposes in Automated System Recovery (ASR) recovery mode.

Resolution

Complete these steps to resolve this error:

1. Check that the netsh utility is in the `%SystemRoot%\system32` directory.
2. Run the netsh utility again.

Could not run ‹service›. The system cannot find the file specified.

Type

Notification

Source

savegrp

Description

The savegrp program cannot find the file specified for use by the remote backup command.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify that the specified remote backup command is spelled correctly.
- Verify that the file specified for use by the remote backup command exists.
- Verify that the file specified for use by the remote backup command is spelled correctly.

Could not set Removable Storage drive information. The jukebox was not added.

Type

Notification

Source

jbconfig

Description

Internal error setting Removable Storage data.

Resolution

Complete these steps to resolve this error:

1. Check that the Removable Storage service started.
2. Check the Removable Storage configuration.

3. Check the NetWorker Resources Inventory in the Removable Storage Microsoft Management Console (MMC) snap-in.
4. Set the Removable Storage drive information to add the jukebox.

Could not start a Removable Storage session (‹hex›). (14546)

Type

Notification

Source

jbconfig, nsrjb

Description

There was an internal error starting the Removable Storage service.

Resolution

Complete these steps to resolve this error:

1. Check that the Removable Storage service started.
2. Check the Removable Storage Configuration Inventory in the Removable Storage Microsoft Management Console (MMC) snap-in.
3. Start the Removable Storage Session identified by ‹*hex*.

Could not write the network configuration file. (4622)

Type

Notification

Source

save

Description

NetWorker software failed to write the output from the netsh utility to the network configuration file.

Resolution

Complete these steps to resolve this error:

1. Check that you have read, write, and change permissions on the `%SystemRoot%\repair\nsr` directory.
2. Ensure there is sufficient space available on the disk.
3. Write the network configuration file again.

Current request exceeds parallelism.

Type

Notification

Source

savegrp

Description

The backup operation could not be completed.

Resolution

Complete one or more of the following tasks to resolve this error:

- Increase NetWorker server parallelism.
- Decrease NetWorker client parallelism.
- Ensure that scheduled backups are timed to start at different times.

CHAPTER 5

Messages: D

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Delayed Write Failed

Type

Fatal

Description

A snapshot or a rollover may fail with this error message. This is due to a Microsoft Windows operating system limitation

Resolution

Disable the disk caching feature and perform the failed backup again.

Destination component full. (4043)

Type

Noncritical Error

Source

nsrjb

Description

The Jukebox resource on the backup server might not be synchronized with the physical autochanger (jukebox).

Resolution

Synchronize the Jukebox resource with the physical autochanger by completing the following steps:

1. Reset the autochanger by using the nsrjb -HE command.
2. Inventory the autochanger by using the nsrjb -I command.

Destination_host_name does not support recovery_type

Type

Fatal

Description

Appears in the Recover wizard's Select the Recovery Hosts window after you select a destination host and the destination host does not support the recovery type that you selected.

Resolution

Select a destination host that supports the recovery type.

Detected renamed/deleted directory condition for client '‹client›' on save set '‹save_set›'. (6815)

Type

Notification

Source

savegrp

Description

An attempt was made to consolidate a save set within a directory that was renamed or deleted. Save set consolidation cannot consolidate save sets that reside in renamed or deleted directories.

Resolution

Go to https://support.emc.com/ for technical assistance.

Detection process for host (hostname) reports a server cannot be a storage node. (14169)

Type

Notification

Source

Description

This error appears in the NetWorker Management Console under "Choose to Configure Libraries" if you specify a storage node that is a NetWorker server, because the storage node you define cannot be a NetWorker server.

Resolution

Uninstall NetWorker on the Storage Node and reinstall the software as a NetWorker Storage node.

Device ‹device› deactivated during backup session. (8740)

Type

Informational

Source

nsrmmd

Description

While the server was synchronizing its processes, the server deactivated a device that the nsrmmd process was using to back up data.

Resolution

No action required.

Device ‹device› deactivated during recovery session. (8741)

Type

Informational

Source

nsrmmd

Description

The server is synchronizing its processes. The server deactivated a device that the nsrmmd process was using to recover data.

Resolution

No action required.

Device '‹device›' is already allocated to jukebox '‹jukebox›' drive ‹drive_id› (31812)

Type

Notification

Source

nsrmmgd

Description

An attempt was made to allocate a previously allocated device. The device selected for an Add operation is already associated with a drive.

Resolution

If the selected device is already associated with the wrong drive, reallocate the device using the correct drive ID.

Device '‹device›' is busy. Verify label operation in progress. (11779)

Type

Notification

Source

nsrd

Description

There was an attempt to use a device already in use by another operation. The server usually reports this error when a busy device is selected from the user interface. The server and nsrjb automatically skip busy devices when selecting one to use for an operation.

The device status stays unchanged until the nsrmmd process or any other process currently using the device reports a success or failure. There are cases when this process does not report to the server until a system call completes or times out.

Resolution

Complete one or more of the following tasks to resolve this error:

- Using the GUI, select a non-busy device to perform the operation.
- Ensure that the device is properly configured.
- Verify the media. If it is a cleaning tape, the automated cleaning process will keep the device busy for several minutes.

Device '‹device›' is currently loaded with volume from slot ‹slot_number›. Unload volume and try again. (15325)

Type

Notification

Source

nsrmmgd

Description

The device selected for removal is currently occupied.

Resolution

Unload the volume and try again.

Device '‹device›' is not allocated to jukebox '‹jukebox›.' (31814)

Type

Informational

Source

nsrmmgd

Description

The device selected for removal was already removed or is not allocated to the specified jukebox.

Resolution

No action required.

Device '‹device›' is unavailable. The device is currently loaded with a volume from slot ‹slot_number›. (15475)

Type

Informational

Source

nsrmmgd

Description

The selected device is temporarily unavailable because it is loaded with a volume. Both the slot and the device are allocated to the same operation and the device is currently busy handling another task for the same operation.

Resolution

No action required.

Device '‹device›': serial number mismatch. Expected '‹device›', found ‘‹device›’\n’. (15475)

Type

Informational

Source

nsrmmgd

Description

A potential drive ordering or serial number mismatch has occured, or a drive has been replaced. The device is moved into service mode.

Resolution

Check the system device ordering, and follow the instructions provided in Procedure Generator in the section Devices -› Replace a drive.

Disabling jukebox '‹jukebox›' due to a configuration problem. Correct the problem and re-enable the jukebox resource. (31916)

Type

Noncritical Error

Source

nsrmmgd

Description

The jukebox has been improperly configured and is unusable.

Resolution

Check the log file to determine changes in the jukebox configuration. If the log does not provide enough information to solve the problem, delete and re-create the jukebox resource.

DiskBackup enabler requested from EMC License Manager. Ensure enabler is available there and retry in a few minutes. (18371)

Type

Notification

Source

staging

Description

This error appears if License Manager is configured for the NetWorker server, but the DiskBackup enabler has not yet been requested. This message applies to both file and advanced file type devices, since both are components of the NetWorker DiskBackup Option.

Resolution

Verify that the system is licensed appropriately for the NetWorker DiskBackup Option, then try the operation again.

dlsym: ‹function_name› not found. (16141)

Type

Noncritical Error

Source

nsrlcpd

Description

The specified function could not be found while nsrlcpd was loading the required function vectors.

Resolution

Verify that the shared object file for the specific silo type is present in the proper directory location. For most UNIX platforms, the default installation location is */usr/lib/nsr*. This error message is specific to Solaris, SGI IRIX, and DECAXP platforms.

dpkg: error processing lgtoclnt (--install): dependency problems - leaving unconfigured

Type

warning

Source

Description

This occurs if the required operating system packages are missing. Use the apt-get command to install the missing packages. Sudo apt-get -f upgrade

Resolution

Use the apt-get command to install the missing packages. For example:`Sudo apt-get -f upgrade`.

Drive '‹device›' is currently associated with hardware ID ‹hardware_id› and the new device hardware ID is ‹hardware_id›. (15322)

Type

Notification

Source

nsrmmgd

Description

This error occurs when an attempt is made to add a new device to a jukebox and the selected drive has a different hardware ID.

Resolution

Enter the command again using the correct hardware ID.

Drive: ‹drive_name› has source ‹source› but source is in use or destination ID is wrong. Ignoring drive source. (15262)

Type

Informational

Source

nsrlcpd

Description

Specified source slot for the tape loaded in the drive does not match informational state of the source slot. The nsrlcpd process will ignore the tape drive source information.

Resolution

No action required.

Drive: ‹drive_name› has source ‹source› but source is not found. Ignoring drive source. (15263)

Type

Informational

Source

nsrlcpd

Description

The source ID returned by the drive is not found. The nsrlcpd process will ignore the source ID returned by the drive.

Resolution

No action required.

Drive ‹drive_tag› is currently associated with hardware ID ‹hardware_id› and the new device has no hardware ID. (15321)

Type

Notification

Source

nsrmmgd

Description

This error occurs when an attempt is made to add a new device with hardware *ID = NULL* to a jukebox with a selected drive that has a hardware ID of*!=NULL*. All drive instances must have the same hardware ID.

Resolution

Enter the command again using the drive's hardware ID.

Duplicate name; pick new name or delete old one. (11537)

Type

Noncritical Error

Source

nsrmmd

Description

An attempt was made to label a volume. The operation failed due to one of the following:

- The volume label already exists in the media database.
- The volume is corrupted. NetWorker software does not relabel a volume unless it can verify the label.
- The volume was erased, but the associated label was not deleted from the media database.
- The Match Barcode Labels attribute in the Jukebox resource is enabled. Upon checking the media database, NetWorker software reports that one volume contains a blank barcode. If NetWorker software cannot read the barcode, it labels the volume with a blank barcode label. If NetWorker software subsequently tries to label another volume and cannot read the label, it indicates that the blank label is already in use.

Resolution

To verify that the problem is a labeling problem, delete the volume with the blank barcode and label a different volume.

Complete one or both of the following tasks to resolve this error:

- Label the volume by using a different name.
- If this is the only volume with that label, delete the volume label from the media database.

Duplicate saveset ID ‹save_set_id›, record ‹decimal› deleted.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message only appears when the media database is being compressed. Duplicate save sets are removed from the media database.

This message appears when:

- The database is converted from a NetWorker database earlier than release 7.0 to a NetWorker release 7.0 database.
- The journal protection code fails.

Resolution

If problem persists, go to https://support.emc.com/ for technical assistance.

Duplicate volume ID ‹vol_id›, record ‹decimal› deleted.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears only when the following factors exist:

- The media database is compressed.
- Duplicate volumes are removed from the media database.
- The database is converted from a NetWorker database earlier than release 7.0 to a NetWorker release 7.0 database.
- The journal protection code fails.

Resolution

If the problem persists, go to https://support.emc.com/ for technical assistance.

CHAPTER 6

Messages: E

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EEI bus/device reset detected on ‹device› at opening. Rewinding tape. (9062)

Type

Informational

Source

nsrmmd

Description

While the nsrmmd process was attempting to open the specified device path, the bus or device was reset. The nsrmmd process first rewinds the media and then opens the specified device path.

Resolution

No action required.

Enabler code ‹enabler› has not been located. (652)

Type

Notification

Source

nsrd

Description

The enabler code on which you attempted to perform an operation is not in the License Manager database.

Resolution

Complete one or both of these tasks to resolve this error:

- Verify that the enabler code entered is correct. To do this, use this command: # nsrcap -c -v -n enabler_code
- If you have the correct enabler code:
  - Enter the code into the License Manager database by entering the lgtolic command with the -c option.
  - Authorize the enabler code by entering the lgtolic command with the -u and -a options.

Encountered a file whose size is greater than the maximum SSC save set cut-off size of ‹int› KB. (11257)

Type

Notification

Source

savegrp

Description

NetWorker software cannot consolidate save sets containing files larger than 2 GB.

Resolution

You cannot perform save set consolidation on this save set. Try a different backup method.

ERROR 1327. Drive ‹drive› is invalid. Please provide a valid path. (18119)

Type

Notification

Source

Microsoft Windows *setup.exe* installation package

Description

The NetWorker software installation path is invalid or non-existent.

Resolution

To continue with the installation, provide a path on a valid drive.

ERROR: Aborting backup of saveset ‹save_set› because of the error with writer ‹VSS_writer›. (5306)

Type

Fatal Error

Source

save

Description

NetWorker software could not successfully back up the VSS save set named ‹save_set› because of an error with the VSS writer named ‹*VSS_writer*›.

Resolution

Go to https://support.emc.com/ for technical assistance.

ERROR: Aborting backup of saveset ‹save_set›, because of the error with writer ‹VSS_writer›. Retry the backup and/or use your

NetWorker Admininstration Guide to temporarily disable the writer, if necessary. (5307)

Type

Fatal Error

Source

save

Description

NetWorker software could not successfully back up the VSS save set named ‹*save_set*› because of an error with the VSS writer named ‹*VSS_writer*›.

Resolution

Run a backup of this drive again. If this is unsuccessful, temporarily disable the VSS writer and retry the backup. The *NetWorker Administration Guide*provides information on disabling the VSS writer.

Error allocating memory for information on line number ‹int› of device map file ‹file_path›.

Type

Notification

Source

nsrmmgd

Description

This message is logged to *daemon log* by nsrmmgd when it fails to allocate memory while parsing the media map file.

Resolution

Close other applications to free memory and then restart nsrmmgd.

Error: could not authenticate this username and password

Type

fatal

Resolution

To resolve this issue, try one of the following:

- Ensure that you specify the correct username and password.
- Clear the Java Temporary Internet files on the Console client.

- Delete any existing desktop shortcuts used to connect to the Console server before a Console server update and recreate them.

Error: error while loading shared libraries: libsasl2.so.2: wrong ELF class: (ELFCLASS64)

Type

Fatal Error

Source

installation

Description

Occurs on 64-bit Linux systems, when you do not install the 32-bit version of the cyrus-sasl package.

Resolution

1. Log in to the Console server, as root.
2. Install the 32-bit operating system package cyrus-sasl
3. Start the gstd daemon:
   /etc/init.d/gst start

ERROR: Failed to create post-restore action. System is out of available memory. (5246)

Type

Fatal Error

Source

recover

Description

VSS was unable to restore the requested save set. There was not enough available memory on the system.

Resolution

Close other applications to free memory and then retry the VSS recover operation.

ERROR: Failed to get ‹int› component for writer ‹VSS_writer›, vsserror=‹hex›. (5270)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to determine information about a particular component of the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that resulted in a corrupt XML file. Component information is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and component number.

ERROR: Failed to get comp database list in pre save, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5339)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to acquire the database file list for the VSS writer named ‹VSS_writer›. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and component number.

ERROR: Failed to get comp db log file list in pre save, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5340)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to acquire the database log file for the VSS writer named ‹VSS_writer›. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: Failed to get comp filegrp list in pre save, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5338)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to acquire the file-group file list for the VSS writer named ‹VSS_writer›. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: Failed to get component count for writer ‹VSS_writer›, vsserror=‹hex›. (5269)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to determine the component count for the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that results in a corrupt XML file. The writer's component count is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to get exclude files in pre save, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5336)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to acquire the exclude-file list for the VSS writer named ‹VSS_writer›. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: Failed to get information for writer = ‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5329)

Type

Fatal Error

Source

save

Description

NetWorker software did not receive the required information for the VSS writer named ‹VSS_writer›.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: Failed to get list of writers, vsserror=‹hex›. (5263)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to derive a list of VSS writers from the recovery XML file. This can be caused by an error during backup that resulted in a corrupt recovery XML file. The list of VSS writers is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to get restore service name for writer ‹VSS_writer›, vsserror=‹hex›. (5267)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to determine the restore service name for the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that resulted in a corrupt XML file. The writer's restore service name is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to get restore target for writer ‹VSS_writer›, vsserror=‹hex›. (5271)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to determine the restore target for the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that resulted in a corrupt XML file. The writer's restore target is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to get mount points for path ‹file_path›. Error=‹hex›:‹error_string›. (32277)

Type

Fatal Error

Source

save

Description

NetWorker software did not receive the expected mount point list for ‹file_path›. The mount point list is required to establish the VSS writer's mount point for backup and recovery.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, interface error description, and actions performed that produced the error.

ERROR: Failed to get usage type for writer ‹VSS_writer›, vsserror=‹hex›. (5268)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to obtain the usage type for the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that results in a corrupt XML file. The writer's usage type is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to get writer restore method for writer ‹VSS_writer›, vsserror=‹hex›. (5264)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to obtain the restore method for the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that results in a corrupt XML file. The writer's restore method is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to get writer restore user procedure for writer ‹VSS_writer›, vsserror=‹hex›. (5265)

Type

Fatal Error

Source

recover

Description

NetWorker software is unable to obtain the restore-user procedure for the VSS writer named ‹VSS_writer› from the writer's XML file. This can be caused by an error during backup that results in a corrupt XML file. The writer's restore-user procedure is required to recover a VSS save set.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to init backup in pre save, vsserror=‹hex›: ‹VSS_error›. (5333)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to initialize a backup. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: Failed to init_backup, vsserror=‹hex›: ‹VSS_error›.

Type

Fatal Error

Source

save

Description

NetWorker software could not successfully initialize through the `libvss.dll` interface with Microsoft VSS.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: Failed to initialize backup, Error=‹hex›: ‹error_string›. (5314)

Type

Notification

Source

save

Description

NetWorker software could not initialize to perform the VSS backup for the reason indicated by ‹error_string›.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and hexadecimal error code.

ERROR: Failed to initialize shadowcopy, snaperror=‹hex›. (5252)

Type

Fatal Error

Source

recover

Description

NetWorker software failed to initialize the VSS shadow-copy subsystem or library. This is normally caused by a missing or corrupted copy of the NetWorker VSS dynamic link library file `\nsr\bin\libvss.dll`.

Resolution

Complete these steps to resolve this error:

1. Replace `\nsr\bin\libvss.dll` with a new copy from the installation CD-ROM.
2. Retry the recovery operation.

If the problem persists, go to https://support.emc.com/ for technical assistance and to provide the hexadecimal snaperror code.

ERROR: Failed to initialize shadowcopy, vsserror=‹hex› in directives. Library libvss.dll may be missing. (5313)

Type

Fatal Error

Source

save

Description

NetWorker software failed to initialize a VSS shadow-copy subsystem or library. This is normally caused by a missing or corrupted copy of the NetWorker VSS dynamic link library file `\nsr\bin\libvss.dll`.

Resolution

Complete these steps to resolve this error:

1. Replace \nsr\bin\libvss.dll with a new copy from the installation CD-ROM.
2. Retry the backup operation.

If the problem persists, go to https://support.emc.com/ for technical assistance and to provide the hexadecimal vsserror code.

ERROR: Failed to initialize VSS recover, vsserror=‹hex›.

Type

Fatal Error

Source

recover

Description

NetWorker software failed to initialize the VSS shadow-copy subsystem or library. This error indicates an installation problem or a problem with the VSS subsystem.

Resolution

Go to https://support.emc.com/ for technical assistance and to provide the hexadecimal vsserror code.

ERROR: Failed to install MSI package

Type

Fatal

Source

Description

This occurs if the NetWorker Authentication Service package failed to install during the NetWorker server installation process. You may also see the following errors:

- ERROR: Failed to execute MSI package
- ERROR: Failed to configure per-machine MSI package

ERROR: Failed to realloc memory encoding save string: ‹save_string›. (5322)

Type

Fatal Error

Source

save

Description

Could not encode save string due to lack of memory. The save string stores information about each file in a VSS save set. The save string information is required during recover.

Resolution

Allocate more memory by using one or both of these methods:

- Stop non-essential applications running on the system.
- Add more system memory.

If the problem persists, go to https://support.emc.com/ for technical assistance.

ERROR: Failed to recover '‹file_path›'. (32264)

Type

Noncritical

Source

recover

Description

NetWorker software was unable to recover the file identified by '‹file_path›'. This error can be caused by a variety of factors, including the following:

- Insufficient user permissions
- Insufficient file write permissions
- A missing required directory structure

Resolution

Ensure that these factors are true:

- NetWorker software is running with sufficient user permissions to write into the file system.
- The file is not read only.
- The directory structure for the full path to the file exists.

Retry the recovery. If the problem persists, go to https://support.emc.com/ for technical assistance.

ERROR: Failed to recover '‹file_path›'. Current version of file exists. (32268)

Type

Informational

Source

recover

Description

NetWorker software did not recover the file identified by '*‹file_path›*', because it was configured to perform a "restore if not there" recovery and the file exists on '*‹file_path›*'. This informational message indicates that NetWorker software performed as requested.

Resolution

This is intentional behavior and does not need to be resolved. If the goal is to replace the existing file, then remove the file before performing the recovery.

ERROR: Failed to recover '‹file_path›', unable to replace current version of file. (32273)

Type

Noncritical

Source

recover

Description

NetWorker software was unable to complete a "restore if can replace" recovery of the file identified by '‹file_path›', because of insufficient access or permissions. A "restore if can replace" recovery will only proceed if all existing files can be replaced. This type of recovery requires the ability to resolve all conflicts by replacing each existing file with a recovered file.

Resolution

To correct the cause of this recovery failure, make these changes:

- Provide NetWorker software with sufficient user permissions to write into the file system.
- Remove read-only protection from all files that will be replaced by the recovery.

If one file is the cause of the failure, remove the file to permit a successful recovery operation.

Retry the recovery. If the problem persists, go to https://support.emc.com/ for technical assistance.

ERROR: Failed to save db files, writer = ‹VSS_writer›. (5344)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to save the database files for the VSS writer named ‹VSS_writer›.

Resolution

Go to https://support.emc.com/ for technical assistance.

ERROR: Failed to save dblog files, writer = ‹VSS_writer›. (5345)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to save the database log files for the VSS writer named ‹VSS_writer›.

Resolution

Go to https://support.emc.com/ for technical assistance.

ERROR: Failed to save filegr files, writer = ‹VSS_writer›. (5343)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to save the files in a file group for the VSS writer named ‹VSS_writer›.

Resolution

Go to https://support.emc.com/ for technical assistance.

Error: 'gstd: Internal error: could not get database handle.'

Type

Fatal Error

Source

gstd

Description

This error appears when the dbsrv12 process cannot start. Review the db_output.log file for specific errors.

Resolution

Possible resolutions include:

- Insufficient disk space in the file system that contains the NMC database directory.
- If an orphaned dbsrv12 process is running on the Console server, end the process.
  - On UNIX, end the process by sending the SIGTERM signal, kill -TERM. Do not use kill -9.
  - On Windows, end the dbsrv12 process in Task Manager.
- Ensure that the Console server is running a supported version of JRE.

ERROR: hpux_rjc() parse failed: No such file or directory. (14303)

Type

Fatal Error

Source

jbconfig

Description

The NetWorker driver is unable to locate the `jbcap` file. By default this file is located in this directory:

- UNIX: `/nsr/jukebox`
- Windows: `%SystemDrive%\Program Files\Legato\nsr\jukebox`
- NetWare: `SYS:\NSR\JUKEBOX`

Resolution

Install a new `jbcap` file.

Install `jbcap` on UNIX

To install `jbcap` on UNIX systems:

1. Shut down the NetWorker server by entering the nsr_shutdown -a command.
2. Install the `jbcap` file from backup media, installation media, or the NetWorker link for the *EMC NetWorker Hardware Compatibility Guide* on the EMC website. By default, the `jbcap` file is installed in the /nsr/jukebox directory.
3. Restart the NetWorker program by using the startup script.

Install `jbcap` on Windows

To install `jbcap` on Windows systems:

1. From the Services control panel, shut down the NetWorker services:
   a. Select NetWorker Backup and Recover Server.
   b. Click Stop.
2. Install the `jbcap` file from backup media, installation media, or the NetWorker link for the *EMC NetWorker Hardware Compatibility Guide* on the EMC website. By default, the `jbcap` file is installed in the `%SystemDrive%\Program Files\Legato\nsr\jukebox` directory.
3. From the Services control panel, restart the NetWorker services:
   a. Select NetWorker Backup and Recover Server.
   b. Click Start.

Install `jbcap` on NetWare

To install `jbcap` on NetWare systems:

1. Stop any groups currently running:
   F3-Operation=›Group Status

   F8-Options=›Stop Group Now
2. Exit the NetWorker program:
   a. Select File:
      F2-File
   b. Select Exit.

c. Answer Yes to unload all NLMs.

3. Install the `jbcap` file from backup media, installation media, or the NetWorker link for the *EMC NetWorker Hardware Compatibility Guide* on the EMC website. By default, the `jbcap` file is installed in the `SYS:\NSR\jukebox` directory.
4. Start the NetWorker program from the server prompt (invoke NETWORKR.ncf) by entering this command at the prompt:
   NETWORKR

ERROR: No alternate location mapping was found for file ‹file›. (5282)

Notification

Fatal Error

Source

recover

Description

The recover operation failed due to one of these reasons:

- An error exists in one of the VSS writers.
- If running Microsoft Exchange Server and/or SQL Server, the databases were not dismounted before starting the recover operation.

Resolution

If running Microsoft Exchange Server and/or SQL Server, dismount the databases and then retry the recover operation. If the error persists, or you are not running one of these applications, go to https://support.emc.com/ for technical assistance.

ERROR: No Writers were recovered due to a failure to recover ‹VSS_writer›. Backing out all changes. (5279)

Type

Fatal Error

Source

recover

Description

NetWorker software was unable to complete a recovery of a group of VSS writers specified to be recovered as a group, because the data for one of the writers in the group could not be recovered. The entire recovery operation is backed out to ensure data consistency for the group. The unrecovered VSS writer is named ‹VSS_writer›.

When recovering VSS writers as a group, the NetWorker recovery code examines each writer in the group. If a single writer cannot be recovered, the entire recovery is aborted and all changes are backed out.

Resolution

Normally a follow-up error message appears that contains information regarding the specific problem with the writer named ‹VSS_writer›. Correct the problem described in the follow-up message and retry the operation.

If the problem persists, go to https://support.emc.com/ for technical assistance.

ERROR: Problem contacting server (ip_address): Connection timed out: connect

Type

Fatal Error

Description

This error occurs when the IP address or hostname of the Console server changes and you do not reconfigure the `.jnlp` file on the Console server.

Resolution

Refer to the *NetWorker Installation Guide* for details about reconfiguring the `.jnlp` file.

ERROR: Unable to restart service ‹VSS_writer›. (5274)

Type

Warning

Source

recover

Description

NetWorker software is unable to restart a service for the VSS writer named ‹VSS_writer›. This message is generated when the writer's restore method requires that a service restart after a recovery operation and the service cannot restart. The recovery is not affected by this error condition.

Resolution

Manually restart the service. If the problem persists, go to https://support.emc.com/ for technical assistance.

ERROR: Unable to stop service ‹VSS_writer›. (5273)

Type

Warning

Source

recover

Description

NetWorker software is unable to stop a service for the VSS writer named ‹VSS_writer›. This message is generated when the writer's restore method requires that a service stop prior to a recovery operation and the service cannot stop.

The recovery is attempted after this message is displayed. Recovery will succeed unless the writer's files are in use during the recovery operation. If the recovery is unsuccessful, NetWorker software displays an additional error message describing the cause.

Resolution

If the recovery is unsuccessful, manually stop the service identified by ‹VSS_writer› and retry the recovery.

If the problem persists, go to https://support.emc.com/ for technical assistance.

ERROR: VSS failed to add comps in pre save, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5341)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to add the VSS writer named ‹VSS_writer› and its components to a VSS save set. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get component number ‹comp_id› for writer ‹VSS_writer›. Error=‹hex›:‹error_string›. (5309)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain information from the Microsoft VSS interface about the component number ‹*comp_id*› for the VSS writer ‹*VSS_writer*›, possibly due to an error in the writer.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get comp=‹component› database list, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error› in directives. (5311)

Type

Fatal Error

Source

save

Description

NetWorker software did not receive the database file list for the component named ‹*component*› for the VSS writer named ‹*VSS_writer*› from the Microsoft VSS interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get comp=‹component› db log file list, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error› in directives. (5312)

Type

Fatal Error

Source

save

Description

NetWorker software did not receive the database log-file list for the component named ‹*component*› for the VSS writer named ‹*VSS_writer*› from the Microsoft VSS interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get comp=‹component› filegrp list, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error› in directives. (5310)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain information from the Microsoft VSS interface about the component named ‹*component*› for the VSS writer named ‹*VSS_writer*›.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get pvol for ‹file_path›, vsserror=‹hex›: ‹VSS_error›. (32281)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain the mount-point volume identified by ‹*file_path*› from the libvss.dll interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get vss pair info for '‹file_path›', vsserror=‹hex›: ‹VSS_error›. (32278)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain the mount point and virtual-volume paths identified by '*‹file_path›*' from the libvss.dll interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get writer comp count, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5317)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain the VSS writer component count for the VSS writer named ‹*VSS_writer*› from the Microsoft VSS interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get writer exclude list, writer=‹VSS_writer›, vsserror=‹hex›: ‹VSS_error›. (5318)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain the exclude file list from the Microsoft VSS interface for the VSS writer named ‹*VSS_writer*›.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to get writer list for ‹save_set›. (5320)

Type

Fatal Error

Source

save

Description

NetWorker software did not obtain the active writer list for the save set named ‹*save_set*›.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

ERROR: VSS failed to get writers name list, vsserror=‹hex›: ‹VSS_error› in directives. (5315)

Type

Fatal Error

Source

save

Description

NetWorker software could not obtain the list of VSS writers through the libvss.dll Microsoft VSS interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to initialize for directives, vsserror=‹hex›: ‹VSS_error›. (5316)

Type

Fatal Error

Source

save

Description

NetWorker software failed to initialize contact with Microsoft VSS.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to initialize shadowcopy in pre save, vsserror=‹hex›: ‹VSS_error›. (5332)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to initialize a shadow copy. This is the result of a problem with the VSS infrastructure that occurred during the pre-save stage.

Resolution

Go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: VSS failed to process snapshot, vsserror=‹hex›: ‹VSS_error›. (5342)

Type

Fatal Error

Source

save

Description

NetWorker software was unable to process a snapshot for the shadow copy save set. This is the result of a problem with the VSS infrastructure.

This error means that NetWorker software cannot continue the save operation. The VSS interface error description contained in the variable ‹*VSS_error*› states which writer is causing the failure.

Resolution

Investigate problems with the writer specified in ‹*VSS_error*›. Correct any problems with the writer and restart the backup.

If the problem persists, go to *https://support.EMC.com/* for technical assistance. Provide the error message, hexadecimal error code, and interface error description.

ERROR: ‹VSS_writer› was not running, unable to load XML file. (5262)

Type

Informational

Source

recover

Description

NetWorker software was unable to obtain the XML file data for the VSS writer named ‹*VSS_writer*›, because the VSS writer was not running as an application or a service.

A VSS writer is an application or service that must run to complete a recovery operation.

Resolution

Start the NetWorker User program and determine if the writer named ‹*VSS_writer*› is among the VSS writers available for backup. Look for the writer by name within the VSS save sets.

If the writer is not running, start the application or service that it represents.

If the writer is running, retry the recovery operation.

If the problem persists, go to *https://support.EMC.com/* for technical assistance.

ERROR: web server exited unexpectedly

Type

Fatal

Source

Console

Description

This error appears when the httpd process is not running on the Console server. Common reasons for httpd start-up failures include:

- The httpd web service port, 9000 by default is in use by another process
- On UNIX, an orphaned httpd process is running on the console server
- On Windows, another application is using the Apache server and the httpd daemon requires more time to start up.

  -

  -

  Use the following procedure to enable the delayed start option for the EMC gstd process.

  2.

3. Click Ok. 4. Stop the EMC gstd service.
5.
6.

•

Resolution

On Unix, end the process by sending the SIGTERM signal, kill -TERM. Do not use the kill -9 command.

On Windows, use the following procedure to enable the delayed start option for the EMC gstd process.

1. In the Services applet, right-click the EMC gstd service and select Properties.
2. On the General tab, change the Startup type to Automatic (delayed start), and then click OK.
3. Start the EMC gstd service.

Note

When you update the NetWorker software, re-enable the delayed start setting.

ERROR: Writer ‹VSS_writer› not fully recovered. (5293)

Type

Fatal Error

Source

recover

Description

NetWorker software could not fully recover the VSS writer named ‹*VSS_writer*› because of an error. Successfully recovered files are shown in the Recover Status window of the NetWorker User program (winworkr.exe) and in the networker.log file.

Resolution

A variety of problems can cause the situation described by this message. If the problem can be determined, correct it, then retry the recovery operation. If the problem persists, go to *https://support.EMC.com/* for technical assistance.

ERROR: Writer ‹VSS_writer› not recovered. Backing out changes. (5278)

Type

Fatal Error

Source

recover

Description

NetWorker software could not recover the VSS writer named ‹*VSS_writer*›. All changes made by NetWorker software to recover the VSS writer are backed out. This message is followed by an informational message that describes the cause of the failure.

Note

This error is only fatal for the writer named ‹*VSS_writer*›. All other writers are unaffected by this error.

Resolution

Correct the problem described in the follow-up message. If the problem persists, go to *https://support.EMC.com/* for technical assistance.

Error executing command. Failure: I/O error on POST request for " host":Connection to host refused

Type

Fatal

Source

authc

Description

This error messages appears when the NetWorker Authentication Service cannot connect to the LDAP or AD server by using the port number specified in the config-server-address option in the external authentication authority configuration.

Resolution

To resolve this issue, correct the port number defined in the config-server-address option. For example, to update the config-server-address value in the config-server-address in the iddconfig configuration, type the following command:

```
authc_config -u administrator -p 1.Password -e update-config -D
config-id=1 -D "config-server-address:ldap://idd-ad.iddlab.local:
389/
```

Error executing command. Failure: 400 Bad Request. Server message: Failed to verify configuration config_name: Authentication error occurred while accessing the naming or directory service: [LDAP: error code 49 - Invalid Credentials]

Type

Notification

Source

Description

This error message appears when the external authentication authority cannot successfully validate the user credentials that were specified in the external authentication authority configuration.

Resolution

To resolve this issue, correct the value defined in the **config-user-dn** or **config-user-dnpassword** option.

Error executing command. Failure: 400 Bad Request. Server message: Failed to verify configuration config_name: Cannot resolve host

Type

Warning

Source

authc

Description

This error messages appears when the NetWorker Authentication Service cannot resolve the host name of the LDAP or AD server specified in the **config-server-address** option in the external authentication authority configuration.

Resolution

To resolve this issue, perform the following tasks:

- Ensure that the NetWorker server can resolve the hostname and IP address of the LDAP or AD server, and that the LDAP or AD server can resolve the hostname and IP address of the NetWorker server.
- Ensure that the hostname or IP address that you specified in the **config-server-address** option is correct.

Error executing command. Failure: 400 Bad Request. Server message: Failed to verify configuration 'configname': Error occurred while attempting to connect to a remote server 'hostname:port'. Connection refused: connect

Type

Warning

Source

Description

This error message appears when the NetWorker Authentication Service cannot connect to the LDAP or AD server by using the port number specified in the **config-server-address** option in the external authentication authority configuration.

Resolution

To resolve this issue, correct the port number defined in the **config-server-address** option.

Error executing command. Failure: 400 Bad Request. Server message: Failed to perform LDAP task task: Authentication error occurred while accessing the naming or directory service: [LDAP: error code 49 - Invalid Credentials]

Type

Warning

Source

authc

Description

This error message appears when the external authentication authority cannot successfully validate the user credentials that were specified in the external authentication authority configuration.

Resolution

To resolve this issue, correct the value defined in the **config-user-dn** or **config-user-dn-password** option. For example, to update the value in the **config-user-dn-password** option in the iddconfig configuration, type the following command:

```
authc_config -u administrator -p 1.Password -e update-config -D
config-id=1 -D "config-user-dn-password=MyPassword1"
```

Configuration iddconfig is updated successfully.

Error executing command. Failure: 400 Bad Request. Server message: Failed to verify configuration config_name: Error occurred while attempting to resolve component name 'component'

Type

Notification

Source

Description

This error message appears when the external authentication authority cannot successfully validate the base DN specified in the config-server-address.

Resolution

To resolve this issue, correct the base DN value defined in the **config-server-address** option.

Error executing command. Failure: 401 Unauthorized. Server message: Unauthorized access: user must change password

Type

Notification

Source

authc

Description

The authc_mgmt UNIX man page in the *EMC NetWorker Command Reference Guide* provides detailed information about all of the configuration options.

Error in reading from volume ‹volume name› in the cloud:‹error source›:"‹error string›" Will retry in 5 seconds

Type

Warning

Source

nsrmmd

Description

During a recover, the NetWorker software was unable to read data from the cloud.

- ‹Error source› is usually the cloud vendor, such as Atmos, or the Networking Layer.
- ‹Error string› is the information returned by the error source.

The NetWorker software will sleep for 5 seconds before retrying the same operation.

Resolution

- Check the “error string” for more information about the error.
- Take appropriate action to avoid future delays/failures.
- If the “error source” is the cloud vendor, follow the vendor’s recommended corrective actions or contact the vendor’s technical support for help.

Error in final transformation for ‹saveset name›: ‹ transformation error string›: ‹cloud error string›

Type

Fatal Error

Source

nsrmmd

Description

There was an error in applying one of the encryption and compression transformations on the last chunk of given saveset.

Resolution

- The “transformation error string” has more information on the kind of transformation.
- The “cloud error string” might have more cloud-specific information.

Error in transformation for ‹saveset name›: ‹transformation error string›: ‹cloud error string›"

Type

Fatal Error

Source

nsrmmd

Description

- There was an error in applying one of the encryption or compression transformations for the given saveset.

Resolution

- The “transformation error string” has more information on the kind of transformation.
- The “cloud error string” might have more cloud-specific information.

Error in writing ‹hostname›:‹saveset name› to the cloud:‹error source› "‹error›" Will wait for ‹number› minutes for network to come up

Type

Warning

Source

nsrmmd

Description

NetWorker has failed several times in writing to the cloud and will sleep for a given number of minutes before making one last effort.

The number of times it retries before reaching this stage is controlled by the “Number of Retries” parameter of the cloud device.

The number of minutes it is going to sleep is determined by the “Network Failure Retry Interval” parameter of the cloud device.

Resolution

Check the previous errors to determine the cause of the failures and take appropriate corrective action.

Error in writing ‹hostname›:‹saveset name› to the cloud:‹error source›:“‹error string›” Will retry in 5 seconds

Type

Warning

Source

nsrmmd

Description

There was an error while writing backup data from the given saveset to the cloud.

- “error source” contains the module that is reporting the error. This is usually the cloud vendor name, such as Atmos, or the Networking Layer.
- “error string” is the error information returned by the error source.

By default, on error, NetWorker will sleep for 5 seconds and retry the same operation.

Resolution

- Check the “error string” for more information about the error and take appropriate action to avoid future delays/failures.
- If the “error source” is the cloud vendor, follow the vendor’s recommended corrective actions or contact the vendor’s technical support for help.

Error in writing index data for ‹hostname›:‹saveset name› to the cloud:‹error source› "‹error›" Will wait for ‹number› minutes for network to come up

Type

Warning

Source

nsrmmd

Description

- NetWorker has failed several times in writing to the cloud and will sleep for a given number of minutes before making one last effort.

- The number of times it retries before reaching this stage is controlled by the “Number of Retries” parameter of the cloud device.
- The number of minutes it is going to sleep is determined by the “Network Failure Retry Interval” parameter in of the cloud device.

Resolution

Check the previous errors to determine the cause of the failures and take appropriate corrective action.s

Error in writing object header for ‹saveset name›: ‹cloud error string›

Type

Fatal Error

Source

nsrmmd

Description

There was an error in writing the saveset header to the cloud for the given saveset.

Resolution

Look for more information in the ‹cloud error string›.

Error opening a handle to the cloud: ‹cloud error string›

Type

Fatal Error

Source

nsrmmd

Description

NetWorker was unable to connect to the cloud or create an object on the cloud.

Resolution

Look for more information in the ‹cloud error string›.

Error parsing line number ‹line_number› of device map file ‹file_path›.

Type

Notification

Source

nsrmmgd

Description

This message is logged to *daemon log* by nsrmmgd when it fails to parse a line in the media map file (/nsr/smdevmap.txt).

Resolution

Obtain a new media map file or fix or remove the corrupt line in the existing file.

Error reading the FH entries from save through stdin

Type

Fatal Error

Source

nsrndmp_save

Description

Appears in the daemon.raw file of the NetWorker server when there is a communication error between nsrndmp_save and nsrndmp_2fh processes.

Resolution

Resolve any communication or connection issues, then retry the backup.

Error saving. (4953)

Type

Fatal Error

Source

save

Description

A preliminary message indicates that an error occurred during a backup operation. This message is normally followed by a message similar to the one described on ERROR: Aborting backup of saveset ‹save_set›_ because of the error with writer ‹VSS_writer›. Retry the backup and/or use your NetWorker Admininstration Guide to temporarily disable the writer_ if necessary. (5307) on page 117.

Resolution

Run a backup of this drive again. If this is unsuccessful, temporarily disable the VSS writer and retry the backup. For information on disabling the VSS writer, refer to the most recent release of the *NetWorker Administration Guide*.

Error saving writer ‹VSS_writer›. (5304)

Type

Fatal Error

Source

save

Description

NetWorker software could not successfully back up the VSS writer named ‹*VSS_writer*›.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Error writing index data for ‹hostname›:‹saveset name› to the cloud: ‹error source› "‹error string›"

Type

Fatal Error

Source

nsrmmd

Description -

NetWorker has tried several times to write index information for this saveset to the cloud and has failed.

Resolution

- Look at previous error messages in the log for more information for the causes of this failure.
- Look for more information in the ‹cloud error string› This is usually a result of an error on the cloud vendor side; follow the vendor's recommended corrective actions and contact the vendor's technical support for help if this issue persists.

Expected ‹int› bytes for '‹file›', got ‹int› bytes. (5194)

Type

Notification

Source

save

Description

The backup server detected that the number of bytes associated with the file being backed up or recovered is not the same size as the original file. This inconsistency is caused by a combination of these factors:

- There was an attempt to back up or recover a Hierarchical Storage Management (HSM) stub or sparse file.
- The file changed during the backup or recovery operation.

Resolution

Perform an ad hoc backup or recovery of the specified file to ensure that a consistent copy of the file is backed up or recovered.

Expected volume ID '%s' for volume '%s.' The actual volume ID is '%s'. (15640)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to perform the mount operation because the volume ID for the slot does not match the one in the media database.

Resolution

Inventory the selected slot.

Expected volume ‹volume_name›. The actual volume is ‹volume_name›. The jukebox resource is being updated. (15327)

Type

Informational

Source

nsrmmgd

Description

The labeled volume does not match the one in the jukebox resource. The nsrmmgd program will automatically update the jukebox resource to reflect the new status.

Resolution

No action required.

CHAPTER 7

Messages: F

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- File index is missing. Please contact your system administrator to recover or re-create the index. (9387) 170
- Filesystem containing file index for client '‹client›' is getting full. (9741) 170
- Flag -f is invalid for use with fast inventory -I -l. (29676) 171

Failed reading ‹vol› err: ‹string›. (909)

Type

Warning or Notification

Source

nsrmmdbd

Description

The volume header is read before and after the scavenge process occurs. The number of each type of record is read from the database volume header. If the volume header cannot be read, this error message is logged.

The volume header might be corrupt if the media database was stopped while writing the volume header.

Consequently, this message can appear before the scavenge process is initially performed.

Resolution

The resolution action depends on the type of this message:

- Warning — If this message appears after the scavenge process, the media database reconstruction failed. Go to *https://support.EMC.com/* for technical assistance.
- Notification — If this message appears before the scavenge process, the total number of records is not logged. No action is required.

Failed recommitting journal file. (880)

Type

Informational

Source

nsrmmdbd

Description

The database journal file was not applied to the database.

Resolution

This error message is preceded by information about the error condition and the actions required to fix it.

Failed saving ‹file_path›. (32056)

Type

Notification

Source

save

Description

NetWorker software could not save the specified file.

Resolution

Review the save log for details regarding the events leading to the error conditions.

For further information regarding save errors, refer to the most recent release of the *NetWorker Administration Guide*.

Failed to allocate transformer: ‹Transformer error string›

Type

fatal error

Source

nsrmmd

Description

The transformation layer for the encryption or compression operation was unable to complete.

Resolution

Look for more information in the ‹Transformer error string›.

Failed to bind socket for ‹service_name› service: Can't assign requested address

Type

Fatal Error

Source

nsrexecd

Description

Appears when a NetWorker daemon cannot register to a port within the service port range because all ports are in use by other daemons and processes.

Resolution

To resolve this issue, increase the port range in the Service Ports attribute in the NSR System port ranges resource on the NetWorker host and make a corresponding change in the firewall rules.

Failed to clone any save sets. (5882)

Type

Noncritical Error

Source

nsrclone

Description

The save set clone operation may have failed. This message can appear in either of the following situations:

- A save set clone operation fails.
- The NetWorker server host system's clock is out of synchronization with the NetWorker remote storage node system's clock.

A save set clone operation can fail for the following reasons:

- A record within the save set is corrupt or missing.
- Insufficient memory resources exist.
  Cloning uses immediate transfer technology, which relies heavily on the system's shared memory mechanism. If memory resources were at a premium:
  - The cloning process might not have cloned all of the save sets.
  - The data might have transferred incorrectly from the system.

Resolution

Use the mminfo command to determine if the clone operation was successful, for example:

 # mminfo -s *server* **-c** *client* **-S**

If the operation was unsuccessful, try one or both of the following:

- Install the latest NetWorker software patches.
- Bypass the immediate transfer technology. To do this, create a file named */nsr/debug/noimmediate*:
  # touch /nsr/debug/noimmediate

Failed to clone the following save sets. (5883)

Type

Noncritical Error

Source

nsrclone

Description

The specified save sets may not have been cloned. This message can appear in either of the following situations:

- A save set clone operation fails.
- The NetWorker server host system's clock is out of synchronization with the NetWorker remote storage node system's clock.
- A save set clone operation can fail for the following reasons:
- A record within the save set is corrupt or missing.
- Insufficient memory resources exist.
  Cloning uses the immediate transfer technology, which relies heavily on the system's shared memory mechanism. If memory resources were at a premium:
  - The cloning process might not have cloned all of the save sets.
  - The data might have transferred incorrectly from the system.

Resolution

Use the mminfo command to determine if the clone operation was successful, for example:

```
# mminfo -s server -c client -S
```

If the operation was unsuccessful, try one or both of the following:

Install the latest NetWorker software patches.

Bypass the immediate transfer technology. To do this, create a file named */nsr/debug/noimmediate*:

```
# touch /nsr/debug/noimmediate
```

Failed to copy ‹file› to ‹dir_path›. (17430)

Type

Notification

Source

client GUI

Description

NetWorker software failed to copy the specified file to the new location.

Resolution

Check the hard drive location, verify read/write/change permission in that location. Verify that there is space on the disk.

Failed to create index entries for saveset=‹save_set›. (5308)

Type

Fatal Error

Source

save

Description

NetWorker software failed to create client file index entries for the VSS save set named ‹*save_set*›.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Failed to create the ASR state files. (4630)

Type

Notification

Source

save

Description

An error occurred in the creation of the NetWorker Automated System Recovery (ASR) state files.

Resolution

Complete the following steps to resolve this error:

1. Check that you have read, write, and change permissions on the *%SystemRoot%\repair and %SystemRoot%\repair\nsr* directories.
2. Ensure there is sufficient space available on the disk.
3. Re-create the NetWorker ASR directory.

Failed to create the NetWorker ASR directory

Type

Notification

Source

save, recover

Description

The NetWorker Automated System Recovery (ASR) directory was not created.

Resolution

Complete the following steps to resolve this error:

1. Check that you have read, write, change permissions on the *%SystemRoot%\repair* directory.
2. Ensure there is space available on the disk.
3. Re-create the NetWorker ASR directory.

Failed to get the save set list for volume ‹%s› (20723)

Type

Fatal Error

Source

nsrstage

Description

The information describing the save sets on the staging volume cannot be located. The %s contains the text name of the volume.

Possible causes include:

- The volume was removed from the database as nsrstage was starting.
- The database has a serious problem (possible corruption).
- nsrstage does not know where to locate the required save sets.

Note

The message should be followed by an internal NetWorker message that contains more information related to the possible causes of the error.

Resolution

Go to *https://support.EMC.com* for technical assistance.

Failed to get the volume information for volume ‹%s› because: ‹ %s› (20722)

Type

Fatal Error

Source

nsrstage

Description

The volume information cannot be located for the staging volume. The first %s contains the volume ID of the volume and the second %s contains the reason for the failure.

Possible causes include:

- The volume was removed from the database as nsrstage was starting.
- The database has a serious problem (possible corruption).
- nsrstage does not know what volume is required.

Note

The message should be followed by an internal NetWorker message that contains more information related to the possible causes of the error.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Failed to get writers list for ‹save_set›. (5298)

Type

Fatal Error

Source

save

Description

NetWorker software could not obtain the list of active VSS writers for the save set named ‹*save_set*› from the Shadow Copy interface.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Failed to load the ASR APIs. (4606)

Type

Notification

Source

save

Description

NetWorker software could not load the Automated System Recovery (ASR) application programming interfaces (APIs). The ASR may not be supported on this platform.

Resolution

Check the version of Microsoft Windows you are running. ASR is only available on the following versions:

- Windows XP
- Windows Server 2003

Failed to propagate external roles to NetWorker server

Type

Fatal

Description

Appears when the distribution of the authority file fails for a NetWorker server. Distribution fails because the NMC user used to distribute the file is not a member of the Application Administrators User Group on the NetWorker server.

Resolution

1. Close the Configure Login Authentication wizard.
2. Connect to the NetWorker server with a NMC user that is a member of the Security Administrators User Group.
3. Add the appropriate LDAP or AD group to the Application Administrators User Group.
4. Launch the Configure Login Authentication wizard and configure the new LDAP or AD authority.

Failed to retrieve authentication control attributes from NetWorker server ‹NetWorker_server›

Type

Fatal

Description

Appears when an LDAP or AD user that is not a member of the Security Administrators User Group on the NetWorker server attempts to distribute the authority configuration file to the NetWorker server.

Resolution

Refer to the *NetWorker Administration Guide › Console Server Management* chapter.

Failed to save Backup Comp Doc, '‹file_path›'. (32274)

Type

Fatal Error

Source

save

Description

NetWorker software failed to back up the Backup Component Document specified by ‹*file_path*›.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Failed to save '‹file_path›'. (32260)

Type

Noncritical Error

Source

save

Description

NetWorker software failed to back up the save set XML file that records the mount points for the client's file systems. The file is identified by *‹file_path›*.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Failed to save XML file = '‹file_path›'. (32275)

Type

Fatal Error

Source

save

Description

NetWorker software failed to back up the save set XML file for a VSS writer. The file is identified by *‹file_path›*.

Resolution

Go to *https://support.EMC.com/* for technical assistance.

Failed to store index entries

Type

Fatal Error

Description

This error message occurs in the daemon.raw file when an index backups fails due to an insufficient amount of swap space.

Resolution

Increase the amount of swap space available to the NetWorker server.

Failed to update the volume barcode in the media database. ‹error_message›. (15328)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to update the volume information in the media database.

Resolution

Review the reported error to determine the cause. In most cases, the problem can be fixed by performing an inventory of the same volume or slot.

Failed to update the volume location in the media database. ‹error_message›.

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to update the volume information in the media database.

Resolution

Review the reported error to determine the cause. In most cases, the problem can be fixed by performing an inventory of the same volume or slot.

Failed to verify credentials: ‹cloud error string›.

Type

fatal error

Source

nsrmmd

Description

NetWorker was unable to access the cloud using the given credentials for the cloud device.

Resolution

- Look for more information in the ‹cloud error string›.
- Check that the credential information for this device has been entered correctly.

Failed to write adv_file label: ‹string›. (8378)

Type

Notification

Source

NetWorker DiskBackup — advanced file type

Description

NetWorker software is unable to write the volume label for *adv_file* device onto a disk. The specific error text that returned from write() system call is listed as the last part of the message after the colon and indicates one of the following:

- The network path does not exist (for Windows Storage Node).
- An incorrect remote name and/or password was specified in the Devices resource for a Windows Storage Node's network path for NetWorker software to connect to the network drive.
- NetWorker services on a Windows system did not start with an "Administrator" account.

Resolution

If this is a network path on a Microsoft Windows NT storage node, check the list of possible causes to correct it. Then try the label operation again.

Alternatively, complete the following steps to start over:

1. Delete the advanced file type device with the error.
2. Re-create the advanced file type device.
3. Retry the label operation.

Fallback to RPC portmapper service on port 111

Type

Notification

Source

nsrmmgd

Description

When the NetWorker software cannot reach the NsrRPC portmapper on the expected port, NetWorker attempts to use the SunRPC portmapper on port 111.

Resolution

Refer to the *NetWorker Administration Guide › Firewall Support* appendix for details.

Fast Inventory cannot identify volume in slot ‹slot_number›. (15338)

Type

Notification

Source

nsrmmgd

Description

The current fast inventory operation (nsrjb -II) could not identify the specified slot without reading the physical label.

Resolution

Run a standard inventory (nsrjb -I -S *slot_number*) on the specified slot.

Fatal media database error.

Type

Fatal Error

Source

nsrmmdbd

Description

Fatal error messages are not expected to occur with the new media database journaling. There is a potential, through user error, for coding errors and unhandled error conditions to cause data corruption.

The current implementation of NetWorker software attempts to recover from these coding and unhandled error conditions. Generally, the software detects the errors as soon as possible and removes the invalid database entries.

This puts the media database back into a consistent state, although there may be some data loss.

Whenever possible, the corrupted records will be identified so the administrator can determine the extent of the data loss. With this information, the administrator can determine if additional recovery mechanisms, such as restoring a media database from the bootstrap, are necessary.

Resolution

The general approach to resolving any fatal media database problem is to go to *https://support.EMC.com/* for technical assistance in assessing and recovering from the errors.

Go to *https://support.EMC.com/* for technical assistance after completing the following steps:

1. Shut down the media database if it has not done so automatically.
2. Save a copy of the media database directories by using standard tools, such as tar or zip.

Note

Make a copy of the database before restarting it. Restarting the database may cause the scavenge process to start restoring the media database by rebuilding the database from the data records and rebuilding the internal indexes.

Restart the process to start additional database consistency checks. Consistency is restored by the removal of records that cross-reference nonexistent records.

This process creates a restored, consistent media database. However, it may also remove hundreds or thousands of records, depending on the level of corruption.

Making a copy of the database before the media database is restored enables Technical Support to conduct a post-analysis of the database and determine how to restore additional database records.

In a situation where the corruption was severe, the media database can be recovered from the bootstrap by using the mmrecov command. NetWorker software attempts to generate a bootstrap every day, so no more than one day's worth of data should be lost.

File '‹file›' cannot be restored to its previous read-only status. (32087)

Type

Informational

Source

recover, winworkr

Description

File ‹*file*› may have been backed up as an encrypted read-only file, or was not read-only when backed up, but was later changed to read-only on disk. NetWorker software then removed the read-only attribute of the specified file to properly recover it, but was unable to restore it to its read-only state.

Resolution

No action required. If you prefer to return the file to its read-only state, do this manually.

File '‹file›' could not be opened for backup. ‹error_string›. (32192)

Type

Informational

Source

save

Description

The file being backed up is in use by another process. NetWorker software cannot open it.

Resolution

No action required.

The information represented by ‹*error_string*› may provide additional clues about the behavior. For example, if the file is used by another application, such as a database, that application can be shut down before the save operation and then restarted after the operation is complete.

File '‹file›' was restored to an encrypted directory and is now encrypted. Its read-only status prevented it from being restored to its previous unencrypted status. (32088)

Type

Informational

Source

recover, winworkr

Description

File ‹*file*› is a read-only file backed up and then recovered to an encrypted directory. The file was originally unencrypted, but recovery to an encrypted directory caused the operating system to encrypt the file during the recovery process. The file's read-only status prevented NetWorker software from returning the file to its original unencrypted state, so it is now encrypted.

Resolution

No action required. If you prefer to return the file to its unencrypted state, do this manually.

File index is missing. Please contact your system administrator to recover or re-create the index. (9387)

Type

Notification

Source

nsrindexd

Description

The client index is missing.

Resolution

Recover the index or run nsrck -c to create the index.

- Recover the index by using the recover command, nwrecover program, or NetWorker User program.
- Run the nsrck -c *client_name* command to create the index.

Filesystem containing file index for client '‹client›' is getting full. (9741)

Type

Notification

Source

nsrindexd

Description

The file system with the specified client name's index is getting full.

Resolution

Complete one or more of the following tasks to resolve this error:

- Provide additional disk space by adding disk capacity.
- Move the indexes to a file system with more space.
- Reduce the size of the indexes by doing one of the following:
  - Reducing the browse and retention policy periods specified in the associated client resource.
  - Purging, deleting, and recycling volumes.

For more information on reducing the size of indexes, refer to *Technical Bulletin 001: Managing the NetWorker Index Size, Release 5.0 and Later (UNIX and Windows NT).*

Flag -f is invalid for use with fast inventory -I -I. (29676)

Type

Notification

Source

nsrjb

Description

An invalid combination of options is supplied in an nsrjb command line. The -f option specifies a device or drive to be used. The -I –I options specify that a fast inventory is required. A fast inventory does not use devices.

Resolution

Do not enter the -f option when specifying a fast inventory. To specify an inventory that uses a device, enter the -I option.

CHAPTER 8

Messages: G

This section contains these message descriptions:

- GetProcAddress: ‹function_name› not found. (15996) 174
- Group ‹save_group› aborted, savegrp is already running. (33755) 174
- GSS authentication from ‹hostname› failed. (1045) 175
- GSS authentication user session entry: User authentication session timed out and is now invalid. (6656) 175

GetProcAddress: ‹function_name› not found. (15996)

Type

Noncritical Error

Source

nsrlcpd

Description

The specified function could not be found while nsrlcpd was loading required function vectors. This error message is specific to the Windows platform.

Resolution

Verify that the dynamic link library (`.dll`) file for the specific silo type is present in the proper directory location. For Windows, the default installation location is `C:\Program Files\Legato\nsr\bin`.

Group ‹save_group› aborted, savegrp is already running. (33755)

Type

Informational

Source

savegrp

Description

The savegrp process was aborted because another instance of savegrp is already running.

Resolution

This error can be resolved in the following ways:

- To determine which group is currently being backed up, look at the messages displayed in the Administration window or at the command line.
- To determine the process ID for savegrp, use ps(1).
- If you want to run another instance of savegrp, wait until the first instance completes.
- If the NetWorker group status indicates that save processes are running, but the associated savegrp process is not running, either stop the conflicting group from running or shut down and restart the NetWorker services.

Stop the conflicting group from running

To stop the conflicting group from running:

1. From the Administration window, click Monitoring.
2. On the Groups tab, right-click the conflicting group, then select Stop.

Shut down and restart the NetWorker services on UNIX

To restart the NetWorker services on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Restart the NetWorker daemons by using the startup script.

Shut down and restart the NetWorker services on Windows

To restart the NetWorker services on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.

Shut down and restart the NetWorker services on NetWare

To restart the NetWorker services on NetWare systems:

1. Stop any groups currently running:
   F3-Operation=›Group Status

   F8-Options=›Stop Group Now
2. Exit the NetWorker program:
   a. Select File:
      F2-File
   b. Select Exit.
   c. Answer Yes to Unload all NLMs.
3. Start the NetWorker program from the server command-prompt (invoke NETWORKR.NCF) by entering the following at the prompt:
   NETWORKR

GSS authentication from ‹hostname› failed. (1045)

Type

Fatal

Source

nsrmmd

Description

Authentication failed for the host trying to connect to this machine. The message identifies the hostname of the machine that was trying to connect to your machine.

Resolution

This error message is preceded by a more detailed error message. Refer to the daemon log file to view more information about the error condition. Also, go to https://support.emc.com/ for technical assistance.

GSS authentication user session entry: User authentication session timed out and is now invalid. (6656)

Type

Fatal

Source

nsrexecd

Description

This message indicates that an authentication session was set up but not used within 30 minutes. You may encounter this error if you try to perform a backup when no backup media is available and no media becomes available within 30 minutes. You will see a message like the following in the daemon log file and on the console (if the NetWorker server is a UNIX machine):

nsrd: media waiting event: Waiting for 1 writable volumes to backup pool 'Default' disk(s) or tape(s) on shadow

After 30 minutes, the following message appears:

User authentication session timed out.

Resolution

Complete one or more of these tasks to resolve this error:

- Ensure that media is available for backups. The NetWorker Save function should automatically retry the operation.
- Upgrade the NetWorker server to release 7.3.2 or higher. Release 7.3.2 contains several fixes to NetWorker services that interact with autochanger operations.
- Go to https://support.emc.com/ for technical assistance.

CHAPTER 9

Messages: H

This section contains these message descriptions:

- Hardware status of jukebox ‹jukebox_name› is ‹jukebox_current_status›. (31878) 178
- Hardware status of jukebox ‹jukebox_name› changed from ‹jukebox_previous_status› to ‹jukebox_current_status›. (31881) 178
- High-water mark must be greater than low-water mark. (12752) 179
- Host ‹destination_host› is missing from the remote access list of ‹source_host› Press [Yes] to update the remote access list of ‹source_host› with ‹destination_host› 179
- Host name for IP address ‹IP_address› could not be determined through DNS. (7141) 180
- Host name verification failed - unknown host. (1028) 180

Hardware status of jukebox ‹jukebox_name› is ‹jukebox_current_status›. (31878)

Type

Informational

Source

nsrmmgd

Description

This is the status of the jukebox as reported by nsrlcpd. Possible status messages include:

- unknown
- ready
- needs attention
- not ready
- busy or blocked
- reported errors
- export/import port is open
- detected hardware change
- reported fatal errors
- cannot access the hardware

These messages are based on the internal status of the jukebox.

Resolution

No action required.

Hardware status of jukebox ‹jukebox_name› changed from ‹jukebox_previous_status› to ‹jukebox_current_status›. (31881)

Type

Informational

Source

nsrmmgd

Description

This is the status of the jukebox as reported by nsrlcpd. Possible status messages include:

- unknown
- ready

- needs attention
- not ready
- busy or blocked
- reported errors
- export/import port is open
- detected hardware change
- reported fatal errors
- cannot access the hardware

These messages are based on the internal status of the jukebox.

Resolution

No action required.

High-water mark must be greater than low-water mark. (12752)

Type

Warning

Source

Staging resource creation/modification

Description

The percentage specified for high-water mark is less than or equal to low-water mark.

Resolution

The high-water mark cannot be less than or equal to the low-water mark. Raise the high-water mark or lower the low-water mark.

Host ‹destination_host› is missing from the remote access list of ‹source_host› Press [Yes] to update the remote access list of ‹source_host› with ‹destination_host›

Type

Notification

Description

This message appears in the Recovery wizard's Select the Recovery Hosts window when you select a destination host that does not have the correct permissions to receive directed recovery data.

Resolution

To resolve this issue, click Yes. The Recovery wizard will update the Remote access attribute in the properties of the source host with the hostname of the destination

host. If you click No, then you cannot proceed in the Recovery wizard until you select a destination host that is in the Remote access attribute of the source host.

Host name for IP address *‹IP_address›* could not be determined through DNS. (7141)

Type

Notification

Source

save, savefs

Description

The IP address provided for the server of the save process does not successfully resolve with DNS.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify that the IP address is valid.
- Verify there are no network problems preventing the IP address from being properly resolved.

Host name verification failed - unknown host. (1028)

Type

Notification (for nsrauth)

Fatal (for oldauth)

Source

nsrexecd

Description

This type of error occurs when there is a name service lookup issue (DNS issue). In NetWorker, the only way to authenticate a hostname is to perform reverse and forward name service lookups. If any of the following name service issues exist in NetWorker, you will receive these errors:

- Host name verification failed - unknown host: ‹IP address› (if you cannot perform reverse lookup of the TCP client's IP address).
- Host name verification failed - unknown host: ‹hostname› (if the hostname returned from a reverse lookup of the TCP client's IP address cannot be forward resolved).
- Warning, cannot resolve host ‹hostname› to ‹IP address›, name server may be misconfigured (if the forward resolved host entry does not have the incoming TCP client's IP address listed in the list of IP addresses in the name service entry).

Resolution

Complete one or more of these tasks to resolve this error:

- Verify that the IP address is valid.
- Verify there are no network problems preventing the IP address from being properly resolved.

CHAPTER 10

Messages: I

This section contains these message descriptions:

- Impersonation was requested by: "root@‹hostname›", but the user does not have enough privileges to impersonate. (2494) 184
- Incomplete Full Update information for jukebox '‹jukebox›'. (31912) 185
- Insufficient number of devices: A minimum of ‹int› are needed, but only ‹int› are available. (15434) 185
- Internal Server Error: The server encountered an internal error or misconfiguration and was unable to complete your request. 185
- Invalid cleaning cartridge name for cartridge ‹cartridge_name› in slot ‹slot_number› of jukebox ‹jukebox_name›. (31802) 186
- Invalid cleaning operation. Device name and cleaning slot are required. (15453) 187
- Invalid enabler code specified. (645) 187
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- Invalid flag ‹volume_flag›. (8803) 188
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Impersonation was requested by: "root@‹hostname›", but the user does not have enough privileges to impersonate. (2494)

Type

Notification

Source

nsrd

Description

This error occurs for nsrauth and oldauth, and usually indicates one of the following:

- A Console server is running on the host and you did not add root (or SYSTEM, if using a Windows system) at ‹hostname› to the "administrator" list in the NSR resource. (The "isroot" keyword will match both SYSTEM and root.)
- If the user starts a Console server (gstd) and selects "User authentication for NetWorker" but does not have enough privileges for impersonation.

  Note

  NetWorker daemons requesting the right to impersonate another user need the "Change Security Settings" privilege.

- The NetWorker client application (a module client or a snapshot client) is not functioning normally and is asking for impersonation when it is not required.

An example of when impersonation may be required is in cases where requests are sent to one daemon and then forwarded to another. The Console server often receives messages from the NetWorker Management Console java front end and passes them to nsrexecd, nsrd, and other daemons. If the option "User authentication for NetWorker" is selected, then the Console server will try to "impersonate" the logged in user, allowing the user to configure resources other than the ones selected through the Local Hosts tree entries.

For resources selected through the Local Hosts tree entries, the user who started the Console server needs to be in the "administrator" list for the selected resource to perform impersonation.

Note

The NetWorker Management Console user may still not be able to configure the selected resource because this user also needs to be added to the administrator list of the resource.

Resolution

Go to https://support.emc.com/ for technical assistance.

Incomplete Full Update information for jukebox '‹jukebox›'. (31912)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program received an invalid update from nsrlcpd. This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Insufficient number of devices: A minimum of ‹int› are needed, but only ‹int› are available. (15434)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to allocate a sufficient number of devices for the current operation.

Resolution

Complete one or both of these tasks to resolve this error:

- Retry the command when more devices are available.
- Retry the command with fewer slots or volumes.

Internal Server Error: The server encountered an internal error or misconfiguration and was unable to complete your request.

Type

Fatal

Source

Console GUI

Description

This error can occur in multiple circumstances:

- This message appears when a version of Internet Explorer 11 cannot connect to the NMC server when you specify the FQDN of the NMC server in the address
- This message appears on a Linux Console client when you use Firefox to log in to the Console server.

Resolution

If using Internet Explorer and you see this error, then perform the following:

1. From Internet Explorer, select **Tools** › **Internet Options**.
2. On the **Advanced** tab, in the **Settings** group box, clear **Enable Enhanced Protected Mode**.
3. Close Internet Explorer, and then open Internet Explorer and connect to the NMC server.

If using Firefox and you see this error, then perform the following:

1. Remove the classic plugin file libjavaplugin_oji.so located in the Firefox plugins directory and any associated symbolic links.
2. Create a symbolic link to the Java Plugin libnpjp2.so file in the Firefox plugins directory:

   ```
   cd Firefox/plugins
   ln -s JRE/lib/arch/libnpjp2.so
   ```

   where:

   `Firefox` is the installation path.

   `JRE` is the Java installation path.

   `arch` is the directory appropriate to the computer architecture.
3. For SuSE11 only, install these operating system packages:
   glibc-locale-2.11.1

   glibc-locale-32bit-2.11.1

Invalid cleaning cartridge name for cartridge ‹cartridge_name› in slot ‹slot_number› of jukebox ‹jukebox_name›. (31802)

Type

Notification

Source

nsrmmgd

Description

The cleaning cartridge has an invalid name. The message is logged by nsrmmgd to the *daemon log* file.

Resolution

Perform an inventory on the jukebox.

Invalid cleaning operation. Device name and cleaning slot are required. (15453)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is attempting a cleaning operation without providing sufficient information. This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid enabler code specified. (645)

Type

Notification

Source

nsrd

Description

The enabler code was not entered properly.

Resolution

Ensure that you have typed the enabler code properly.

Invalid file reference: ‹long_unsigned›, ‹long_unsigned›. (911)

Type

Fatal Error or Notification

Whether this is fatal error or a notification depends on the process running when the message appears. Read the "Description" and "Resolution" sections to determine the appropriate action.

Source

nsrmmdbd

Description

The volume header is read before and after the scavenge process occurs. The number from each type of record is read from the database volume header. If the volume header has an invalid file reference (array index to a file descriptor) this message appears.

The volume header might get corrupted if the media database is stopped when it was writing the volume header. Consequently, this message can appear before the scavenge process is performed for the first time.

Resolution

Complete one or both of these tasks to resolve this error:

- Fatal Error — If this message appears after the scavenge process runs, the media database reconstruction has failed. Go to https://support.emc.com/ for technical assistance.
- Notification — If this message appears before the scavenge process, the number of records is not logged. Consequently, no action is required.

Invalid flag ‹volume_flag›. (8803)

Type

Notification

Source

nsrmmgd

Description

The specified volume flag for a mark volume operation (nsrjb -o) is invalid.

Resolution

Retry the operation with the correct flag.

Invalid jukebox operation ‹operation_name›. (15428)

Type

Internal Error

Source

nsrmmgd

Description

This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid operation task ‹task_name›. (15429)

Type

Internal Error

Source

nsrmmgd

Description

This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid or missing 'operation lifespan' attribute.

Type

Warning

Source

nsrd

Description

An attempt to create or initialize a jukebox resource is made, but the mandatory Operation Lifespan attribute is missing.

Resolution

Check the resource for the jukebox being edited, and ensure that a valid value exists for the Operation Lifespan attribute. The value is specified in seconds, and a valid value is any positive integer.

The attribute value should be long enough for programs, such as nsrjb, to see the results of a jukebox operation. However, the value should be short enough to avoid maintaining too much historical information in the NetWorker RAP database.

Invalid nsrlcpd update. Information is missing for drive ‹drive_id› in jukebox '‹jukebox›'. (15623)

Type

Notification

Source

nsrmmgd

Description

This is an internal error. The nsrmmgd program received an invalid update from nsrlcpd.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid page ‹decimal› invalid record range ‹decimal›. (894)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message only appears when the media database is scavenging the database. Each of the segment files are scanned and read a page at a time. The number of records stored in each page is stored in the control portion of the page. This record number must fall between the calculated maximum possible number and 0.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost. Go to *https://support.EMC.com/* for technical assistance.

Invalid page ‹decimal› last offsets mismatch. (898)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. The segment files are scanned and read a page at a time. Each record within the page has an associated record offset. If the last offset of the record length is not equal to the offset of the free space in the record, the page is discarded. All records on the page are discarded.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost. Go to *https://support.EMC.com/* for technical assistance.

Invalid page ‹decimal› slots overlaps data. (895)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. Each of the segment files is scanned and read a page at a time.

The record offsets are stored in the control portion of the page. The offsets are checked for overlap into the free portion of the page. If a record offset is invalid, the page is discarded and all the records on the page are lost.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost. Go to *https://support.EMC.com/* for technical assistance.

Invalid page ‹decimal› unaligned offsets. (896)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. The segment files are scanned and read a page at a time

The record offsets are stored in the control portion of the page. The offsets are all 32-bit aligned. The page is discarded if an invalid record offset is found. All records in this page are discarded.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost. Go to *https://support.EMC.com/* for technical assistance.

Invalid page ‹decimal› unknown kind ‹decimal›. (897)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. The segment files are scanned and read a page at a time. Each record within the page has the associated record type stored in the page.

If any of the records have an invalid record type, the page is discarded.

Valid record types are:

- normal
- slice
- crumb
- long dir

All records on this page are discarded.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of lost records. Go to *https://support.EMC.com/* for technical assistance.

Invalid page ident ‹decimal› expecting ‹decimal›. (893)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. Each segment file is scanned and read a page at a time. Each page has a self identifier, which is set to its index (increasing numeric occurrence) in the segment file.

This message appears if the page identifier does not match the segment. The page will be discarded and all records within the page are lost.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of lost records. Go to *https://support.EMC.com/* for technical assistance.

Invalid parameters specified within license API ‹parameters›. (644)

Type

Notification

Source

nsrd

Description

This is an internal NetWorker product error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid save operations resource string cannot be processed. (4221)

Type

Informational

Source

save

Description

This message appears in the daemon log when the command string in a Save Operations field uses incorrect syntax.

Resolution

To resolve, check the command string syntax for:

- The Local Save Operations window on the client (using the NetWorker user program)
- The Save Operations attribute on the Apps & Modules tab of the Properties dialog box for the backup client (using NetWorker Console)

Invalid slot type ‹type_id› in jukebox '‹jukebox›'. (31906)

Type

Notification

Source

nsrmmgd

Description

This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid source slot for cartridge currently loaded in drive ‹drive_id›. (31914)

Type

Notification

Source

nsrmmgd

Description

This is an internal error. The nsrmmgd program received an invalid update from nsrlcpd.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid tag ID for slot in jukebox '‹jukebox›'. (31913)

Type

Notification

Source

nsrmmgd

Description

This is an internal error. The nsrmmgd program received an invalid update from nsrlcpd.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid update to jukebox from nsrlcpd: missing ‹attribute_name› for device '‹device›'. (31918)

Type

Notification

Source

nsrmmdbd

Description

This is an internal error for either nsrlcpd or AlphaStor.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid value ‹value› for attribute ‹attribute_name›. (31841)

Type

Internal Error

Source

nsrmmgd

Description

This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Invalid version: ‹long_unsigned› seal: ‹long_unsigned›. (910)

Type

Fatal Error or Notification

Source

nsrmmdbd

Description

The volume header is read before and after the scavenge process. The number of each type of record is read from the database volume header. This message appears if the volume header has an invalid version or seal.

The volume header might be corrupt if the media database was stopped while writing the volume header. This would cause the message to appear before a scavenge process was performed for the first time.

Resolution

The resolution depends on the message type:

- Fatal Error — If this message appears after the scavenge process, this indicates the media database reconstruction failed. Go to https://support.emc.com/ for technical assistance.
- Notification — If this message appears before the database scavenge, stop the media database and restart the scavenge process.

Invalid VSS Save Operations keyword value of ‹keyword›. (4224)

Type

Notification

Source

save, winworkr

Description

The VSS Save Operations keyword value is not recognized. Parsing of the value failed.

Resolution

Verify that the VSS Save Operations value provided is in the correct format of KEYWORD:VALUE=STATE.

For a list of Save Operations values and proper syntax, refer to "Controlling VSS from the Client" or "Controlling VSS from the Server" in the most recent release of the *EMC NetWorker Administration Guide*.

Invalid VSS Save Operations value. Missing ‹string›. (4223)

Type

Notification

Source

save, winworkr

Description

The VSS Save Operations value provided is in the wrong format. Parsing of the value failed.

Resolution

Verify that the VSS Save Operations value provided is in the correct format of KEYWORD:VALUE=STATE.

For a list of Save Operations values and proper syntax, refer to "Controlling VSS from the Client" or "Controlling VSS from the Server" in the most recent release of the *EMC NetWorker Administration Guide.*

Invalid VSS Save Operations value. Must be of form KEYWORD:VALUE=STATE. (4222)

Type

Notification

Source

save, winworkr

Description

The VSS Save Operations value provided is in the wrong format. Parsing of the value failed.

Resolution

Verify that the VSS Save Operations value provided is in the correct format of KEYWORD:VALUE=STATE.

For a list of Save Operations values and proper syntax, refer to "Controlling VSS from the Client" or "Controlling VSS from the Server" in the most recent release of the *EMC NetWorker Administration Guide*.

IO_WritePage write failed - No space left on device (28): No space left on device

Type

Notification

Description

Appears in the `daemon.raw` file when the index backup fails. There is insufficient temporary space to store the index entries before the NetWorker software commits the information into the client file index.

Resolution

Specify a temp directory with sufficient disk space. Refer to the NetWorker Support for NDMP chapter in the *NetWorker Administration Guide* for details.

IP address for host '<host>' could not be determined through DNS. (6907)

Type

Notification

Source

save, savefs, nsrexec

Description

The name provided for the server of the save process does not successfully resolve with DNS.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify that the server name is valid.

- Verify that there are no network problems preventing the server name from being properly resolved.

CHAPTER 11

Messages: J

This section contains these message descriptions:

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JAVA_HOME enrivonment variable might not be set correctly. Ensure that JAVA_HOME is set to 64-bit JRE directory.

Type

Notification

Source

Description

This message appears when the JAVA_HOME environment variable is not set to the 64-bit version of the JRE software. When this occurs on the NetWorker server, the nsrd daemon does not start and, during the installation process, the following error message may appear: Service'NetWorker Backup and Recover Server' (nsrd) failed to start. Verify that you have sufficient privileges to start system services.

Resolution

To resolve this issue, set the JAVA_HOME environment variable to the directory for the 64-bit JRE software.

1. Log on to the target host with a user that has administrator privileges.
2. Go to **Control Panel** › **System** › **Advanced System Settings**.
3. On the **Advanced** tab, click **Environment Variables**.
4. In the **System Variables** section, click **New**.
5. In the **Variable name** field, specify `JAVA_HOME`.
6. In the **Variable value** field, specify the path to the Java directory, for example, C:\Program Files\Java\jre1.8.0_xx, and then click**OK**.
7. Click **OK** to close the Environment Variables window, and then click **OK** to close the System Properties window.

Javascript is required. If security settings of your browser do not allow JavaScript, or JavaScript is disabled, please enable it.

Type

Warning

Source

NMC

Description

This error message appears when you attempt to connect to the NMC server with Internet Explorer and JavaScript is disabled.

Resolution

Use the following procedure to enable JavaScript.

1. From the Internet Explorer menu bar, select **Tools** › **Internet Options**.

2. On the **Security** tab, click **Custom level**.
3. In the section **Scripting** › **Active Scripting**, select **Enable**.
4. Click **OK**.

Journal commit lseek page: ‹decimal› err: ‹error_string›. (764)

Type

Informational

Source

nsrmmdbd

Description

The media database was writing the journal file to the database, but was unable to find the journaled page information. This error is most likely caused by a bug in the code. As a result, you may lose some data in the media database.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal commit null logfile. (763)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was writing the journal file to the database, but the journal file reference is destroyed. This error is most likely caused by a bug in the code. Data loss in the media database can occur.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal commit write cntl err: ‹error_string›. (767)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was updating the journal file, but was unable to write the control information. This error is most likely a result of a bug in the code. The control portion of the journal file contains the page mappings and 32-bit checksum.

Since the checksum in the journal file does not match the checksum stored on disk, the updates in the journal file are discarded.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal commit write db err: ‹decimal› pi: ‹decimal› ofn: ‹long_unsigned› pnum: ‹long_unsigned›. (766)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was writing the journal file to the database, but was unable to write the journaled page information. This error is most likely caused by a disk-space limitation issue. As a result, you may lose some data in the media database.

The decimal number in err: ‹decimal› can be referenced to determine the cause of the failed write.

Resolution

Go to https://support.emc.com/ for technical assistance. Provide the error message and decimal number in err: ‹decimal›.

Journal failed opening segment file page: ‹decimal› err: ‹error_string›. (778)

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears when the media database is being started. One of these conditions may cause the error:

- A bug in the code.
- The removal of a data segment file from a database directory before the media database is started.

In either case, the database detects an improper shutdown and finds a valid journal file. However, while writing the changed pages back into the database, a failure occurs in opening the file.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal failed reading segment page: ‹decimal› err: ‹error_string›. (781)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message only appears at the media database startup and is the result of a bug in the code. The code is configured for debugging and verifying the changed pages rather than writing them back into the database.

The database detects an improper shutdown and finds a valid journal file.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal failed writing ‹string›. (780)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was unable to write the journal file. The media database should be shut down by using nsr_shutdown so the database updates can be committed to disk. This error may be the result of a disk space or an operating system issue.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal file invalid map page: ‹decimal›. (775)

Type

Fatal or Informational

Source

nsrmmdbd

Description

This message indicates the journal file contained a reference to a page not found in the database. The database data is stored in segments consisting of pages, and the journal contains pages that changed but were not written to the database.

This error occurs when the media database is stopped or shut down while the journal file is being updated. The database will be consistent with the last time the journal file was committed to disk.

This message should only occur after the database is stopped or improperly powered down.

If this error appears at any time other than when the media database is being started, this fatal error is usually caused by a bug in the code.

Resolution

Shut down the media database and go to https://support.emc.com/ for technical assistance.

Journal file seek error page: ‹decimal› err: ‹error_string›. (773)

Type

Fatal or Informational

Source

nsrmmdbd

Description

While reading the journal file, a seek error occurred. A seek error occurs when the media database is stopped or shut down while the journal file is updating.

The database is consistent with the previous journal file committed to disk. The reported page and error string are provided to enable Technical Support to provide prompt help. This message should only occur after the database is stopped or improperly powered down.

If this error message appears after the media database is started, the error message is only informational—no operator action is required.

If this error appears at any time other than when the media database is started, this fatal error is usually caused by a bug in the code.

Resolution

Shut down the media database and go to https://support.emc.com/ for technical assistance.

Journal found applying ‹decimal› pages. (772)

Type

Informational

Source

nsrmmdbd

Description

On startup, the media database finds a complete and active journal file. It attempts to update the database with the delta pages stored in the journal.

This error should occur only when the media database is stopped or improperly shut down during an update.

Resolution

No action required.

Journal invalid cannot restore media db.

Type

Informational

Source

nsrmmdbd

Description

This message only appears when the media database is started. When a journal file is found, it must be validated before it can be written to the database. The journal contains the updates to the media database stored as change pages of the data segment files.

If the media database is stopped while updating the journal file it becomes invalid and the updates in the journal are discarded. The media database must be consistent with the last journal file committed to the database.

Resolution

No action required.

Journal invalid will not commit journal to media db. (776)

Type

Informational

Source

nsrmmdbd

Description

This message might be preceded by another message explaining the reason the journal file could not be written to the database.

If there is no preceding message, this could indicate the 32-bit cyclic redundancy check (CRC) calculated across the journal file failed.

This should only occur when the media database is stopped or powered off before the database could properly shut down. It is an indication that the media database was stopped as it was writing the journal file.

Resolution

No action required.

Journal reading null logfile ‹string›. (760)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was updating the journal file and found a cache hit, but the journal file reference has been destroyed.

This error is most likely caused by a bug in the code, and there is the possibility of losing some data in the media database.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal read lseek page: ‹decimal› err: ‹error_string›. (761)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was updating the journal file and found a cache hit, but was unable to find the journaled page information. This error is most likely caused by a bug in the code.

There is a possibility of losing some data in the media database.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal read page: ‹decimal› err: ‹error_string›. (762)

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was updating the journal file and found a cache hit, but was unable to read the journaled page information. This error is most likely caused by a bug in the code. As a result, you may lose some data in the media database.

Resolution

Go to https://support.emc.com/ for technical assistance.

Journal recommit read cntl page err: ‹error_string›. (769)

Type

Informational

Source

nsrmmdbd

Description

The media database was reading the journal file at startup, but was unable to read the control page. This error usually occurs when the media database is stopped while the control page is being written.

The journal file is disregarded and any updates to the database contained in the journal file are lost. The database is consistent to the state when the previous journal file was committed.

Resolution

No action required.

Jukeboxes not supported. Upgrade required. (14940)

Type

Notification

Source

nsrjb

Description

You cannot run the nsrjb program because the current licenses on the NetWorker server are insufficient to enable an autochanger.

Resolution

Complete one or more of these tasks to resolve this error:

1. Install a base enabler that provides autochanger support.
2. Install an Autochanger Module enabler code.
3. Upgrade to an enabler code that provides autochanger support.
4. Install the appropriate TurboPak enabler code.

Jukebox error: library is becoming ready or not on-line (15980)

Type

Notification

Source

jbconfig

Description

When jbconfig is executed, if the Autochanger is conflicting with the CD-ROM, jbconfig fails and the inquire command shows the Autochanger with the Hardware address as \\.*CDROM* instead of \\.*Changer0*.

Resolution

Disable the CD-ROM or consult the hardware vendor to have the hardware address changed so that the CD-ROM does not share its hardware address with the Autochanger.

Jukebox indicated that there are no import/export ports available. (4050)

Type

Notification

Source

nsrd

Description

When attempting to deposit or withdraw volumes from the autochanger (jukebox), the autochanger indicated that there were no import/export ports. This problem might have occurred because:

- The autochanger has no import/export ports.
- The autochanger has a defect in its firmware.
- NetWorker software does not support the autochanger.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify the configuration of the Jukebox resource.
- Update the firmware for the autochanger.
- Refer to the EMC NetWorker *Hardware Compatibility Guide* to verify that NetWorker software supports your autochanger.

Jukebox is now disabled. (39115)

Type

Informational

Source

nsrd

Description

A change occurred in the jukebox enabled state. The transition to disabled state can be either:

- Manual — An administrator changed the attribute to Disabled when no operations were still current on the jukebox.
- Automatic — An administrator changed the value to Service Mode to prevent any new operations from being accepted by the jukebox The nsrmmgd program automatically changes the state to Disabled after current operations on that jukebox complete.

Resolution

No action required.

Jukebox is now enabled. (39114)

Type

Informational

Source

nsrd

Description

A change occurred in the jukebox enabled state.

Resolution

No action required.

Jukebox is now in service mode. (39116)

Type

Informational

Source

nsrd

Description

A change occurred in the jukebox enabled state.

Resolution

No action required.

Jukebox '<jukebox>' failed. Drive door closed. (1442)

Type

Notification

Source

nsrjb

Description

The autochanger (jukebox) attempted to unload a volume that did not completely eject from the drive.

Resolution

Set the Eject Sleep attribute in the Device resource to a higher value.

Jukebox '<jukebox>' does not support Add and Remove operations.

Type

Informational

Source

nsrmmgd

Description

An attempt to add or remove a volume form SCSI or NDMP jukeboxes is not supported.

Resolution

No action required.

Jukebox '‹jukebox›' does not support Deposit and Withdraw operations. (15169, 15170)

Type

Informational

Source

nsrmmgd

Description

An attempt to deposit or withdraw volumes from an AlphaStor or RSM jukebox was made.

Resolution

No action required.

Jukebox '‹jukebox›' does not support operation ‹operation_name›. (15452, 31846)

Type

Notification

Source

nsrmmgd

Description

An attempt to perform an unsupported operation was made. For example, a Silo operation is not supported on a non-Silo jukebox.

Resolution

If the operation is known to be supported, go to https://support.emc.com/ for technical assistance.

Jukebox '‹jukebox›' failed opening '‹host›', err:‹int›. (15227)

Type

Noncritical Error

Source

nsrlcpd

Description

The nsrlcpd process failed to establish a network connection with the silo server. The variables are defined as:

- *‹host›*: Hostname of the silo server. Specified when configuring the silo library within the NetWorker software.

- *‹int›*: Error number returned from the STL code layer.

Resolution

Perform one or more of these to resolve the problem:

- Verify that the NetWorker server or storage node has network connectivity to the silo-server host system.
- Verify that the silo server is properly configured.
- Verify that any required silo vendor software is running and correctly configured on the NetWorker server or storage node.
- Verify that any silo vendor environment variables are set and exported properly.

Jukebox '‹jukebox›' failed to add the requested device. (31811)

Type

Notification

Source

nsrmmgd

Description

The addition of a device was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '‹jukebox›' failed to clean device '‹device›'. (31807)

Type

Notification

Source

nsrmmgd

Description

One or more steps of the device clean operation did not finish successfully due to one of these reasons:

- The cleaning slot was empty.
- No cleaning slot was available.
- The jukebox was unable to unload the cleaning cartridge.

Resolution

Perform one of these to resolve the problem:

- Add a cleaning cartridge.
- Allow nsrmmgd to automatically retry the operation.

- Try to unload the cartridge with the nsrjb -u command.

Jukebox '‹jukebox›' failed to close '‹host›', err:‹int›. (15228)

Type

Informational

Source

nsrlcpd

Description

The nsrlcpd process has failed to close the connection to the silo server. The variables are defined as:

- *‹host›*: Hostname of the silo server. Specified when configuring the silo library within the NetWorker software.
- *‹int›*: Error number returned from the STL code layer.

Resolution

No action required. This should only be performed during NetWorker program shutdown. The nsrlcpd process will proceed with termination and the operating system should close the connection.

Jukebox '‹jukebox›' failed to deposit the requested cartridge. (31810)

Type

Notification

Source

nsrmmgd

Description

The deposit operation was unsuccessful. Subsequent messages will provide the reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '‹jukebox›' failed to label the requested volume. (31819)

Type

Notification

Source

nsrmmgd

Description

The labeling of a volume was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '<jukebox>' failed to mark the requested volume. (31821)

Type

Notification

Source

nsrmmgd

Description

The labeling of a volume was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '<jukebox>' failed to remove the requested device. (31813)

Type

Notification

Source

nsrmmgd

Description

The removal of a device was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '<jukebox>' failed to reset. (31822)

Type

Notification

Source

nsrmmgd

Description

A reset operation was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '<jukebox>' failed to unload the requested volume. (31827)

Type

Notification

Source

nsrmmgd

Description

An unload operation was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '<jukebox>' failed to withdraw the requested cartridge. (31830)

Type

Notification

Source

nsrmmgd

Description

Withdrawal of the specified cartridge was unsuccessful. Subsequent messages will provide a reason for the failure.

Resolution

Resolve the error based on the additional error messages.

Jukebox '<jukebox>' is busy processing other operations. (31850)

Type

Notification

Source

nsrmmgd

Description

The jukebox is too busy to accept a new operation.

Resolution

Try the operation later.

Jukebox '‹jukebox›' is currently servicing an operation ‹operation_name›. Try again later. (31851)

Type

Notification

Source

nsrmmgd

Description

An attempt was made to queue an Add, Remove, or Set cleaning cartridge uses operation, and an operation of this type was already in progress. Only one of these types of operations can be processed at one time.

Resolution

Try the operation later.

Jukebox '‹jukebox›' is not on server '‹server_name›'.

Type

Notification

Source

nsrjb, nsrd

Description

A jukebox operation specified a jukebox or server name, but no resource could be found for that jukebox.

Resolution

Perform one of these to resolve the error:

- Ensure the correct jukebox name or server is specified.
- Ensure the jukebox resource exists. If it does not, create one with jbconfig.

Jukebox '‹jukebox›' is unavailable. ‹jukebox_status›. (31832)

Type

Notification

Source

nsrmmgd

Description

The specified jukebox is unavailable.

Resolution

Ensure that the jukebox is available and retry the operation.

Jukebox '‹jukebox›' only has ‹int› KB available on ‹int› volume(s).

Type

Notification

Source

nsrmmd

Description

This message might appear when:

- There is only a single writable volume.
- The unused capacity on all of the volumes in the autochanger (jukebox) is lower than the low-water mark specified for the Minimum Space attribute in the Jukebox resource. By default, the Minimum Space attribute is 7GB.

Each time a mount operation is performed in an autochanger, a check is performed to determine the amount of free space available on all of the volumes contained in the autochanger.

Resolution

Complete one or both of these tasks to resolve this error:

- Reset the Minimum Space attribute in the Jukebox resource.
- Label and load the autochanger with writable volumes.

Jukebox '‹jukebox›' STL private data area not configured. (15226)

Type

Noncritical Error

Source

nsrlcpd

Description

The nsrlcpd process failed to initialize properly. A required data structure, the private data area, is set to NULL. The nsrlcpd process was unable to allocate memory for its private data.

Resolution

No action required.

Jukebox reported '‹decimal›' drive(s).There appears to be some hardware problem(s) with your jukebox. Please consult your device's documentation or vendor for assistance. (15813)

Type

Notification

Source

jbconfig

Description

There are discrepancies between actually configured resources, and what the Removable Storage has determined to be configured.

Resolution

Complete these steps to resolve this error:

1. Check that Removable Storage service has started.
2. Check the hardware configuration.
3. Check the Removable Storage configuration.
4. Check the NetWorker Resources Inventory in the Removable Storage Microsoft Management Console (MMC) snap-in.

Jukebox resource is corrupt. Cannot find slot # ‹int›. (15595)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program detected a corrupt jukebox resource.

Resolution

The jukebox may have been edited and left in an invalid state. Delete the resource and re-create it with the jbconfig command.

If the problem persists, go to https://support.emc.com/ for technical assistance.

JZ006: Caught IO Exception: java.io.IOException: JZ0EM: End of Data

Type

Notification

Source

Console database

Description

Not enough disk space is available on the Console server for the Console database to commit data.

Resolution

Free disk space on the Console server and retry the operation.

CHAPTER 12

Messages: K

This section contains these message descriptions:

- Killing pid ‹pid›. (42974) 222

Killing pid *‹pid›*. (42974)

Type

Notification

Source

savegrp

Description

The currently running backup process was aborted. Consequently, the savegrp process is shutting down all of its associated subprocesses. The process ID for each subprocess that savegrp is terminating is specified in this message.

Resolution

If you did not terminate the backup session:

- Look through the *daemon log*file to determine why savegrp is terminating these subprocesses.
- Verify that the network protocols are functioning properly. Test by running ping.
- In the Group resource, increase the value assigned to the Client Retries and Inactivity Timeout attributes.
- Try the backup operation again.

CHAPTER 13

Messages: L

This section contains these message descriptions:

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- Label: ‹volume_label›, pool: ‹pool_name›, capacity: ‹volume_capacity›. (15637) 224
- Label: ‹volume_label›, pool: ‹pool_name›, capacity: ‹volume_capacity›. (15637) 224
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- LDAP bind failed because the server is down 225
- Library: ‹library_name›, cmd id: ‹cmd_id›: invalid source for load command. (15230) 225
- Library: ‹library_name›, cmdid: ‹cmd_id›: invalid source for unload command. (15233) 226
- License enabler #‹enabler› (‹product›) will expire in ‹int› day(s). (7774) 226
- Line number ‹line number› of device map file ‹file_path› is too long. 227
- Lost connection to server, exiting. (7135) 227

Label a volume for pool '‹pool›'. (29480)

Type

Informational

Source

nsrd

Description

NetWorker software is labeling a new volume.

Resolution

No action required.

Label: ‹volume_label›, pool: ‹pool_name›, capacity: ‹volume_capacity›. (15637)

Type

Notification

Source

nsrmmgd

Description

This message is a progress update for a label operation.

Resolution

No action required.

Label: ‹volume_label›, pool: ‹pool_name›, capacity: ‹volume_capacity›. (15637)

Type

Notification

Source

nsrmmgd

Description

This message is a progress update for a label operation.

Resolution

No action required.

libi_stl_verify_src_dst: invalid tag type ‹tag_type›. (16160)

Type

Noncritical Error

Source

nsrlcpd

Description

The tag_attrlist tag type could not be validated

Resolution

No action required.

LDAP bind failed because the server is down

Type

fatal

Source

gstd

Description

Appears in the Configure Login Authentication wizard when:

- The Port Number defined for the LDAP or AD server is incorrect.
- The LDAP or AD host name specified in the Provider Server Name field is incorrect or the hostname is not resolveable.

Resolution

Correct the port number specification, host name, or host name resolution as required.

Library: ‹library_name›, cmd id: ‹cmd_id›: invalid source for load command. (15230)

Type

Informational

Source

nsrlcpd

Description

The source location specified in a received load command is invalid or NULL. The variables are defined as follows:

- *‹library_name›*: The name of the library commanded.

- *‹cmd_id›*: A unique command identifier specified by the nsrmmgd process.

Resolution

No action required. The command is unattempted.

Library: ‹library_name›, cmdid: ‹cmd_id›: invalid source for unload command. (15233)

Type

Informational

Source

nsrlcpd

Description

The source location specified in a received unload command is invalid or NULL. The variables are defined as follows:

- *‹library_name›*: The name of the library commanded.
- *‹cmd_id›*: A unique command identifier specified by the nsrmmgd process.

Resolution

No action required. The command is unattempted.

License enabler #‹enabler› (‹product›) will expire in ‹int› day(s). (7774)

Type

Notification

Source

lgtolmd, nsrd

Description

The specified enabler expires in the specified number of days.

Resolution

Complete one or both of these tasks to resolve this error:

- Authorize the specified enabler code by using the lgtolic -u -a command.
- If you do not have an authorization code for this enabler, contact EMC Licensing and Registration.

Line number ‹line number› of device map file ‹file_path› is too long.

Type

Notification

Source

nsrmmgd

Description

This message is logged to *daemon log* by nsrmmgd when it fails to parse a line in the media map file (*/nsr/smdevmap.txt*).

Resolution

Obtain a new media map file, or remove or fix the corrupt line.

Lost connection to server, exiting. (7135)

Type

Notification

Source

save

Description

A License resource could not be created on the backup server. As a result, the backup of the named filesystem was started but the connection to the server was lost during the backup.

Possible causes include:

- The server machine rebooted.
- One or more server daemon processes were stopped by the system administrator.
- One or more server daemon processes were stopped by the system due to overwriting the binary or a disk error in swap space.
- A transport problem caused the network connection to be dropped by the operating system.

Resolution

Ensure that both the GEMS licensing daemon (gemslmd) and the EMC Licensing daemon (lgtolmd) are not running on the same server, then restart the save at a later time.

CHAPTER 14

Messages: M

This section contains these message descriptions:

- MCHK error partial volume record. (9804) 230
- MCHK delete volume with invalid id, volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› tm at: ‹time›. 230
- MCHK failed updating volume volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› tm at: ‹time›. 230
- MCHK invalid id delete saveset ssid: ‹save_set_id› host: '‹client_id›' name: '‹client›' flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›. 231
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- Media db is checking btrees. (10100) 233
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- Media db shutdown aborted file '‹file›'. (32289) 234
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- Media db verifying checksums. (10103) 235
- Media notice: check storage node: (nsrmmd missing from polling reply 235
- Media waiting (or critical): backup to pool 'Default' waiting for 1 writable backup tape or disk 236
- Microsoft recommends simultaneous recovery of VSS SYSTEM BOOT, VSS SYSTEM FILESET, and VSS SYSTEM SERVICES and they have not all been selected. (17438) 236

MCHK error partial volume record. (9804)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is being recovered through mmrecov or at startup when the media database has been improperly shutdown. The volumes are searched for invalid IDs. If the volume record cannot be read, it is discarded.

Resolution

If the problem persists, go to https://support.emc.com/ for technical assistance.

MCHK delete volume with invalid id, volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› tm at: ‹time›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear if the media database is recovered through the mmrecov process, or at startup of the media database if it had previously been improperly shut down.

The volumes are searched for invalid IDs and if an invalid ID is found, it is discarded or patched.

Resolution

If the problem persists, go to https://support.emc.com/ for technical assistance.

MCHK failed updating volume volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› tm at: ‹time›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear if the media database is recovered through the mmrecov process, or at startup of the media database if it had previously been improperly shut down.

A volume with an invalid ID was found, but the correction failed to create a new ID.

Resolution

If the problem persists, go to https://support.emc.com/ for technical assistance.

MCHK invalid id delete saveset ssid: ‹save_set_id› host: '‹client_id›' name: '‹client›' flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear if the media database is recovered through the mmrecov process, or at startup of the media database if it had previously been improperly shut down.

The save sets are searched for invalid IDs. If an invalid ID is found, the record is discarded or patched.

Resolution

If the problem persists, go to https://support.emc.com/ for technical assistance.

MCHK patching ssid: ‹save_set_id› host: '‹client_id›' name: '‹client›' flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear if the media database is recovered through the mmrecov process, or at startup of the media database if it had previously been improperly shut down.

A save set with an invalid ID was found and a new temporary save set ID was created for the save set. The save set will be cross-checked the next time nsrim runs, since no volume has been updated with the save set ID.

Resolution

If the problem persists, go to https://support.emc.com/ for technical assistance.

MCHK save set update ssid: ‹save_set_id› host: '‹client_id›' name: '‹client›' flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear if the media database is recovered through the mmrecov process, or at startup of the media database if it had previously been improperly shut down.

A save set with an invalid ID was found and an attempt to create a new ID failed.

Resolution

If the problem is persists, go to https://support.emc.com/ for technical assistance

Media db checksum check failed. (10104)

Type

Notification

Source

nsrmmdbd

Description

This message indicates the checksum verification failed. Checksum verification is performed whenever one of these events occurs:

- The command nsrim -M is run.
- An improper shutdown is detected by nsrmmdbd.

Verification is performed after the database has been scavenged. This message is reported if the last query cannot be properly closed.

Resolution

Go to https://support.emc.com/ for technical assistance.

Media db is checking btrees. (10100)

Type

Informational

Source

nsrmmdbd

Description

This message indicates the internal btree index verification has started. The verification is performed whenever one of these events occurs:

- The command nsrim -M is run.
- An improper shutdown is detected by nsrmmdbd.

This verification is performed after the database checksums are verified.

Resolution

No action required.

Media db is cross checking the save sets. (9777)

Type

Informational

Source

nsrmmdbd

Description

The verification is performed whenever one of these events occurs:

- The command nsrim -M is run.
- An improper shutdown is detected by nsrmmdbd.

This verification occurs after the database is scavenged.

Resolution

No action required.

Media db is cross checking the volumes. (9778)

Type

Informational

Source

nsrmmdbd

Description

The verification is performed whenever one of these events occurs:

- The command nsrim -M is run.
- An improper shutdown is detected by nsrmmdbd.

This verification occurs after the database is scavenged.

Resolution

No action required.

Media db is record checking. (10111)

Type

Informational

Source

nsrmmdbd

Description

This message indicates that NetWorker software has begun to verify the internal IDs and records of the volumes and save sets.

The verification is performed whenever one of these events occurs:

- The command nsrim -M is run.
- An improper shutdown is detected by nsrmmdbd.

This verification occurs after the save set and volume cross-checks are complete.

Resolution

No action required.

Media db shutdown aborted file '<file>'. (32289)

Type

Informational

Source

nsrmmdbd

Description

This message can appear when a request to shut down the media database occurs. The media database was saving the database to this file when the abort was received.

Resolution

No action required.

Media db shutdown, aborting. (9786)

Type

Informational

Source

nsrmmdbd

Description

This message is logged when the NetWorker server requests the media database be shutdown. The media database exits the current operation and logs this message.

Resolution

No action required.

Media db verifying checksums. (10103)

Type

Informational

Source

nsrmmdbd

Description

This message indicates the start of the checksum verification of all records in the media database.

The verification is performed whenever one of these events occurs:

- The command nsrim -M is run.
- An improper shutdown is detected by nsrmmdbd.

This verification is performed after the database is scavenged.

Resolution

No action required.

Media notice: check storage node: (nsrmmd missing from polling reply

Type

Informational

Source

nsrmmd

Description

Too many nsrmmd processes are running.

Resolution

Go to https://support.emc.com/ for technical assistance.

Media waiting (or critical): backup to pool 'Default' waiting for 1 writable backup tape or disk

Type

Informational

Source

Description

If the media pools are not properly configured for backup, an error message similar to this may appear in the Monitoring Alerts tab in the Administration window.

Resolution

Even if you use customized media pools, ensure that appropriate storage devices and media are available for the Default media pool for cases when the NetWorker server directs save streams there.

Microsoft recommends simultaneous recovery of VSS SYSTEM BOOT, VSS SYSTEM FILESET, and VSS SYSTEM SERVICES and they have not all been selected. (17438)

Type

Informational

Source

winworkr

Description

NetWorker software has detected that you are attempting to recover VSS SYSTEM save sets, but VSS SYSTEM BOOT, VSS SYSTEM FILESET, and VSS SYSTEM SERVICES are not selected. Although simultaneous recovery of these three save sets is not mandatory, Microsoft recommends it to ensure proper recovery of the entire system, especially in a disaster-recovery situation. In addition, failure to recover these save sets simultaneously could result in a system malfunction after the recovery operation is complete.

Resolution

Click OK to return to the previous screen and make changes, if appropriate.

You have the option of not recovering certain items within VSS SYSTEM SERVICES, such as the MSDE writer for Microsoft SQL Server (which is available only if you are

running Microsoft SQL Server). This option to clear individual items is available only with VSS SYSTEM SERVICES.

CHAPTER 15

Messages: N

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Name '<host_name>' should be a valid hostname. (11486)

Type

Notification

Source

nsrd

Description

The hostname entered for a jukebox Server Network Interface attribute is invalid.

Resolution

Enter a valid hostname.

NDMP SCSI open: the device is in use NDMP Service Log: Privilege conflict while putting persistent reservation on the device. (42617)

Type

Notification

Source

jbconfig

Description

During jbconfig of an ndmp jukebox, if you have more than one ndmp jukebox and it has already been configured within NetWorker, these error messages appear. NetWorker is attempting to open the already configured ndmp devices during its basic check, but cannot open the jukebox because it is in use by NetWorker.

Resolution

Continue to configure the second device. If jbconfig succeeds for the second jukebox, ignore these error messages.

Need a base enabler to authorize '<product>' license. (664)

Type

Notification

Source

nsrd

Description

There was an attempt to authorize a product or feature license before the associated base enabler was entered.

Resolution

Obtain a base enabler and enter it into the License Manager database by using the lgtolic -c command.

Network connection could not be established with client '‹client›'. (6906)

Type

Informational

Source

nsrexec

Description

Could not back up the specified client. A successful connection with the client could not be established.

Resolution

Verify network connectivity between the client and server.

NetWorker media: (notice) check storage node: ‹storage_node› (Program not registered

Type

Notification

Source

nsrmmd

Description

The storage node has not been properly configured.

Resolution

Go to https://support.emc.com/ for technical assistance.

NetWorker server '‹server›' is not in the servers file for the NetWorker client '‹client›'. (7123)

Type

Notification

Source

nsrexecd

Description

An operation was attempted on a NetWorker client from a NetWorker server whose hostname is not in the client's Servers file.

Resolution

Add the name of the NetWorker server to the Servers file on the remote client.

NetWorker will not overwrite EDM label ‹EDM_label›. (15346)

Type

Informational

Source

nsrmmgd

Description

A label operation was requested for an EDM volume.

Resolution

No action required.

No '‹client_resource›' resource for client '‹client›'. (7208)

Type

Fatal Error

Source

savegrp, savepnpc

Description

The savefs program was unable to locate the client information associated with the specified client. When the -c option is used with the savegrp command, only the specified clients are used for the operation. This problem might occur when:

- The client's hostname changes.
- The Client resource for the specified client is deleted during a backup session.

Resolution

Complete one or more of the following tasks to resolve this error:

- Check the validity of the client's hostname by using ping and nslookup.
- Ensure that the alias associated with the client is specified in the Aliases attribute of the associated Client resource.
- Ensure that the Client resource is defined.

No configured jukebox devices exist on this server. (15583)

Type

Notification

Source

nsrmmgd

Description

NetWorker software cannot find any configured jukebox devices.

Resolution

Configure new jukeboxes, or add devices to already-configured jukeboxes.

No devices are configured on jukebox '<jukebox>'. (31902)

Type

Internal Error

Source

nsrmmgd

Description

The specified jukebox has no devices configured.

Resolution

Use the jbedit command to add devices to the jukebox.

No eligible volumes found on the cloud

Type

fatal error

Source

nsrmmd

Description

The NetWorker software could not find any labeled volumes on the cloud for this set of credentials.

Resolution

Label a new volume on the device to mount it.

Note

A volume labeled with one set of credentials is not visible to a device that has another set of credentials.

No entry in hieracrchy ‘ou=orgname,dc=domain_component1, dc=domain_component2’ dc=domain_component3’

Type

Fatal

Source

gstd

Description

Appears in the Configure Login Authentication window when the attribute value referenced in the error message is incorrect or the LDAP or AD authority cannot be validated.

Resolution

Refer to the Console Server Management chapter in the *NetWorker Administration Guide* details.

No jukeboxes are configured on this server. (15591)

Type

Notification

Source

nsrmmgd

Description

The NetWorker server has no configured jukeboxes.

Resolution

Configure new jukeboxes, if necessary.

No jukeboxes are currently usable. (15776)

Type

Notification

Source

nsrjb

Description

An nsrjb command ran without a specified jukebox name. The nsrjb program attempted to find a jukebox and determined that none were enabled and ready to accept commands.

Resolution

Ensure that the jukeboxes are enabled. Check the *daemon log* to determine whether NetWorker software automatically disabled the jukebox due to repeated problems. If the jukebox was automatically disabled due to errors, fix the errors and reset the Enabled attribute to Yes.

If the jukeboxes are enabled, check their Ready attribute. This attribute is read-only and is set automatically by nsrmmgd once an enabled jukebox has completed its start-up inventory. If the jukebox was recently enabled, wait for the inventory to complete so that nsrmmgd can mark the jukebox as ready. If sufficient time has passed for the inventory, check the daemon logs for any error messages that relate to the inventory for the jukebox.

No jukebox devices are configured on host '<host_name>'. (15425)

Type

Notification

Source

nsrmmgd

Description

The jukebox has no devices configured on the specified host.

Resolution

Retry the operation specifying a different host.

No library volumes allocated for jukebox '<jukebox>'. Use a NetWorker administration program to allocate volumes. (15736)

Type

Notification

Source

nsrjb, nsrd

Description

An operation was attempted for the specified RSM jukebox, but no allocated volumes were found.

Resolution

Allocate volumes to the specified jukebox before retrying the operation.

No matching devices; check storage nodes, devices or pools. (11390)

Type

Notification

Source

nsrd

Description

This message might appear when:

- The storage node specified in the Storage Nodes attribute of the Client resource does not have a local device. The backup server attempted to back up the client to a storage node with a local device, but the storage node is not specified in the Storage Nodes attribute of the Client resource.
- This storage node is not listed in the Storage Nodes attribute of the Client resource.
- The storage node has two network interface cards: NIC-1 and NIC-2. Some backups are configured to go to NIC-1 and others to NIC-2. The Storage Nodes attribute in the Client resource lists NIC-2, but NIC-2 is not listed as an alias within the storage node's associated Client resource.

Resolution

Complete one or more of the following tasks to resolve this error:

- Ensure the correct path is specified for the device in the Devices attribute of the storage node's associated Pool resource.
- Ensure that the Enabled attribute of the associated Device resource is set to Yes.
- Ensure that the Storage Nodes attribute of the associated Client resource includes a storage node with one or more enabled devices in the associated Pool resource.
- Ensure that the network interface cards associated with the storage node are configured correctly.
- Go to https://support.emc.com/ for technical assistance.

No matching devices found when backing up to HACMP devices

Type

Notification

Source

nsrd

Description

Appears when backups to devices attached to an AIX HACMP cluster fail because the physical node name is not configured with an IP address attached to the primary NIC.

Resolution

Configure the physical node IP address on the primary NIC.

Nonexistent cloneid for ssid.

Type

Notification

Source

nsrd

Description

This problem might occur when:

- The specified clone ID does not exist or is not associated with the specified save set ID (ssid).
- Automatic cloning is attempted with a single staging policy.

Resolution

Complete one or more of the following tasks to resolve this error:

- Verify that the specified ID exists by using the mminfo -S command.
- Increase NetWorker server parallelism.
- Increase high water mark value to above 10 percent.

No PAX threads available

Type

Notification

Description

Appears in the server_log on the NDMP Data Server when the client parallelism value for an EMC Celerra client exceeds what the EMC Celerra can support.

Resolution

Adjust the client parallelism attribute to a value that the Celerra supports. Refer to the NetWorker Support for NDMP chapter in the *NetWorker Administration Guide* for details.

No such device or address.

Type

Notification

Source

nsrmmd

Description

The nsrmmd process is unable to access the device or specified device address. This problem might occur when:

- The path pointing to the device does not exist.
- The path specified in the devices associated configuration file is inaccurate.
- The devices within the autochanger are configured in the wrong order. For example, the tape is mounted in drive 1 and the device's path `/def/rmt/0cbn` points to drive 2.

Resolution

Complete one or more of the following tasks to resolve this error:

- Verify that the path pointing to the device exists.
- Verify that the specified path is accessible.
- Verify that the drives are configured in the correct order, if using an autochanger.

To determine if write operations are being directed to the appropriate device, write to a tape loaded in one of the drives by using tar.

If this tar operation fails, change the drive order by completing the following steps:

1. Delete the Jukebox resource and devices by using NetWorker Console.
2. Reconfigure the Jukebox resource by using jbconfig and specify the order of the devices.

Reconfigure the Jukebox resource on UNIX

To reconfigure the jukebox resource on UNIX systems:

1. Shut down the NetWorker daemons by using the `nsr_shutdown -a` command.
2. Change the name of the Jukebox resource file from `nsrjb.res` to `nsrjb.res.old` by using the mv command. By default, this file is located in the `/nsr/res` directory.
3. Restart the NetWorker daemons by using the startup script.
4. Configure the Jukebox resource by using the `jbconfig` command and specify the order of the devices.
5. Delete and reenter the Autochanger Module's enabler and authorization codes.

Reconfigure the Jukebox resource on Windows

To reconfigure the jukebox resource on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Change the name of the Jukebox resource file from `nsrjb.res` to `nsrjb.res.old`. By default, this file is located in the `%SystemDrive%\Program Files\Legato\nsr\res` directory.

3. Restart the NetWorker server services by selecting NetWorker Backup and Recover Sever from the Services control panel, then click Start.
4. Configure the Jukebox resource by using the `jbconfig` command. Specify the order of the devices.
5. Delete and reenter the Autochanger Module's enabler and authorization codes.

No tape label found. (8540)

Type

Noncritical Error

Source

nsrmmd

Description

This message might appear when:

- There is no volume label defined for the specified volume.
- The Jukebox resource on the backup server is not synchronized with the physical autochanger (jukebox).

Resolution

Complete one or both of the following tasks to resolve this error:

- If this problem occurred while labeling a tape, the backup server takes the necessary measures to recover from this error.
- If this problem occurred during a backup or recover operation, the autochanger is not synchronized with the Jukebox resource. To synchronize the Jukebox resource with the physical autochanger:
  1. Reset the autochanger by using the nrjb -H -E command.
  2. Inventory the autochanger by using the nsrjb -I command.

No usable jukebox is accessible from this host. (15777)

Type

Notification

Source

nsrjb

Description

An nsrjb command ran without a specified jukebox name. The nsrjb program attempted to find a jukebox and determined that none were enabled and ready to accept commands.

Resolution

Ensure that jukeboxes are enabled. Check the *daemon log* file to determine whether NetWorker software automatically disabled the jukebox due to repeated problems. If

the jukebox was automatically disabled due to errors, fix the errors, then reset the Enabled attribute to Yes.

If the jukeboxes are enabled, check their Ready attribute. This attribute is read-only and is set automatically by nsrmmgd once an enabled jukebox has completed its start-up inventory. If the jukebox was recently enabled, wait for the inventory to complete so that nsrmmgd can mark the jukebox as ready. If sufficient time has passed for the inventory, check the daemon logs for any error messages that relate to the inventory for the jukebox.

No VSS license was obtained for this save operation. The files were backed up using the legacy method; no snapshot was created.

Type

Informational

Source

save, winworkr

Description

NetWorker software was unable to obtain a VSS client license, and as a result, could not create a snapshot. Since the presence of a VSS client license is required to use VSS technology, the selected files were backed up using the legacy backup method.

Resolution

No action required. To prevent this error from occuring again, confirm that VSS is enabled and an adequate number of VSS client licenses are present. If licensing appears to be sufficient and the error persists, go to https://support.emc.com/ for technical assistance.

No writers found for this saveset: ‹vss_saveset›. (5299)

Type

Informational

Source

save

Description

The specified save set is empty. This message occurs when no VSS writers are assigned to a save set.

Resolution

Assign VSS writers to the save set.

nsrd: log event failed: bad file number

Type

Notification

Source

nsrd

Description

This message in conjunction with failed client connections indicates that the NetWorker server is low on system resources.

Resolution

Complete one or more of the following tasks to resolve this error:

- Increase the number of file descriptors.
- Go to https://support.emc.com/ for technical assistance.

nsrd: log event failed: not enough space

Type

Notification

Source

nsrd

Description

This message in conjunction with failed backups or NetWorker becoming unresponsive, indicates that the operating system is running out of file descriptors.

Resolution

Complete one or more of the following tasks to resolve this error:

- Increase the number of file descriptors.
- Ensure save groups do not contain more than 25 clients.
- Create additional save groups and stagger the backups start times so that they do not overlap. Most of the client backups in one save group should be complete before the next Save Group starts.
- Change all NetWorker client parallelism settings to 2.
- Change the Savegrp Parallelism attribute for each save group to 40 or 50.

nsrd: media emergency: cannot fetch volume db entry

Type

Notification

Source

nsrd

Description

This message can occur when the NetWorker server is backing up many clients at once.

Resolution

Complete one or more of the following tasks to resolve this error:

- Lower NetWorker server parallelism in 10 percent increments until the error message is no longer reported.
- Go to https://support.emc.com/ for technical assistance.

nsrd: media info: restarting nsrmmd # on ‹storage_node›

Type

Informational

Source

nsrd

Description

Too many nsrmmd processes are running.

Resolution

Go to https://support.emc.com/ for technical assistance.

nsrd: registration info event: server is disabled copy violation

Type

Notification

Source

nsrd

Description

If a network interface card (NIC) is installed on the computer, and it has a different IP address and alias than the existing NIC, NetWorker software assumes another system is running the same licenses and it disables the NetWorker server.

Resolution

Add all server aliases related to any additional network interfaces to the alias list of the NetWorker server.

nsrd svc_tcp: svcfd_create: Too many open files

Type

Error

Source

nsrd

Description

If a very large number of devices are set up on a UNIX or Linux server, this error message may be output during backup operations.

Resolution

Increase the ulimit open file size so that it is more than five times the number of NetWorker devices, including read-only AFTDs (advanced file type device).

To check the current open file limit:

- Enter ulimit -a at a command prompt on the NetWorker server.

To change the open files limit:

1. Stop the NetWorker server. For information about stopping and starting a NetWorker server, refer to the *EMC NetWorker Release 7.6 Administration Guide*.
2. Enter the following at a command prompt:

   ```
   ulimit -n open_file_limit
   ```

   Where *open_file_limit* is the maximum number of open files.
3. Restart the NetWorker server.

nsrexecd on '‹client›' is unavailable. Using rsh instead. (7110)

Type

Informational

Source

savegrp

Description

The nsrexecd service on the specified client is not running or is unavailable. The savegrp program will attempt to run the backup process by using the rsh service. This enables backward compatibility with older versions of savegrp. To determine which RPC services are currently running on the client, use the rpcinfo -p *client_name* command.

If there are no RPC services running on the specified client, this message might also indicate the following:

- The portmapper or rpcbind service is not running.

- The version of the portmapper or rpcbind service is incompatible with this version of savegrp.
- RPC configuration files are missing or corrupted.
- TCP/IP stack is not configured correctly.

Resolution

No action required.

nsrexecd: User 'username' on machine 'hostname' is not on 'administrator' list.

Type

Notification

Source

Description

This error occurs when you need to update the NSR system port ranges resource. The section "Enabling updates of the NSR system port ranges resource" in the *EMC NetWorker Security Configuration Guide* describes how to enable user access to update the NSR system port ranges resource.

NSR group Default exited with return code ‹int›. (4210)

Type

Notification

Source

nsrd

Description

A savegrp operation failed. The cause is usually explained in the previous message in the associated backup server's log file.

Resolution

Refer to surrounding messages in the associated backup server's log file to determine the appropriate action.

NSR info Migration unsuccessful: Unable to rename original media database: The process cannot access the file because it is being used by another process. (Win32 error 0x20)

Type

Notification

Source

daemon.raw

Description

This error appears if you perform any NetWorker commands while the media database conversion is in progress. The migration will fail if this occurs.

Workaround

If the migration fails, stop the NetWorker command, then stop and restart the NetWorker server daemons to perform the media database conversion again.

nsrmmdbd cannot reconnect to RAP, shutting down. (10114)

Type

Fatal Error

Source

nsrmmdbd

Description

This message occurs when the media database reconnects to the resource allocation protocol (RAP) database. This may occur when the nsrmmdbd program receives a hint.

The hint is sent when the Client or Policy resources are updated, so nsrmmdbd has to date information to apply browse and retention policies to save sets. The nsrmmdbd program attempts to reconnect configured number of times until it gives up and logs this message before shutting down.

Resolution

Go to https://support.emc.com/ for technical assistance.

nsrmmdbd cannot reconnect to RAP, retrying. (10113)

Type

Notification

Source

nsrmmdbd

Description

This message occurs when the media database reconnects to the resource allocation protocol (RAP) database. This may occur when the nsrmmdbd program receives a hint.

The hint is sent when the Client or Policy resources are updated, so nsrmmdbd has to date information to apply Browse and Retention policies. If the media database is unable to reconnect with RAP, a fatal error message will follow.

Resolution

Verify the configuration of the network interface cards associated with the storage node.

To configure the network interface cards:

1. In the Client resource, add NIC-2 as an alias.
2. Set up a device for the particular NIC.
   For example, rd=omega:/dev/rmt/1mbn creates a device called /dev/rmt/1mbn on a storage node named omega.

If the problem persists, go to https://support.emc.com/ for technical assistance.

nsrmon was terminated by a signal ‹signal›. (14154)

Type

Notification

Source

nsrd

Description

Multiple nsrmon sessions were running at the same time and the sessions did not properly synchronize their updates to the nsrd process.

When you issue a command to an autochanger attached to a storage node, the requested processes fail if multiple nsrmon requests are pending for a single instance of the nsrmmd process. The first instance of nsrmon does not terminate properly because of a timeout. Subsequent requests made to nsrmmd fail.

The nsrmon service monitors nsrmmd processes running remotely. You can configure the following parameters within the Server Setup to control the behavior of nsrmon:

- nsrmmd polling interval (1-60 minutes) — Specifies the number of minutes between storage node polls.
- nsrmmd restart interval (0-60 minutes) — Specifies the number of minutes between nsrmmd restarts. A value of 0 indicates that nsrmmd restarts immediately.
- nsrmmd control timeout (2-30 minutes) — Specifies the number of minutes for nsrmmd to wait between storage node requests.
- NSR_MMDCONTROL (default is 2 minutes) — Specifies the number of minutes that nsrd waits until timing out a remote daemon request. Set as an environmental variable.

This message might indicate that a large number of storage nodes are causing nsrmmd to poll frequently. During heavy backup periods, the combination of frequent polling intervals and a short nsrmmd control timeout interval might unnecessarily restart nsrmmd processes.

Resolution

Complete one or more of the following tasks to resolve this error:

- Restart the nsrmon and nsrd services.
- Increase the nsrmmd polling interval from 10 to 15 minutes. For example, assume this is the configuration:
  nsrmmd polling interval = 2 minutes

  In this instance, nsrmon polls the nsrmmd processes every two minutes to verify that the processes are active.
- Increase the nsrmmd restart variable from 10 to 15 minutes. For example, assume this is the configuration:
  nsrmmd restart interval = 2 minutes

  In this instance, if nsrmon does not receive a return message from nsrmmd, it waits two minutes before restarting the nsrmmd process.
- Increase the nsrmmd control timeout interval from 10 to 15 minutes. For example, assume this is the configuration:
  nsrmmd control timeout = 2

  In this instance, nsrmon waits for two minutes to receive a message from nsrmmd. After two minutes, nsrmon assumes that nsrmmd is inactive and restarts nsrmmd based on the setting of the restart interval.

nsrndmp_save: data connect: failed to establish connection

Type

Fatal

Source

nsrndmp_save

Description

Appears in the daemon.raw file of the NetWorker server for several reasons:

- Network connectivity or name resolution issues exist between the NetWorker server and the NDMP client.
- You specified an incorrect NDMP username or password specified for the NDMP client.
- The NDMP service is not started on the NAS filer.
- The NetWorker server cannot communicate with the NAS filer over port 10000.
- A free port in the NetWorker server's default port range (7937-9936) is not available during an NDMP-DSA backup.
- A misconfigured loop router. For an EMC Celerra filer, the server route command utility configures the loop router. For NetApp, the route utility configures loop back router. The value of this setup is network-specific and depends on the number of switches and hubs between the NAS filer, NetWorker server, and NetWorker storage node.
- On the host where DSA is running, if the hostname is present in the hosts file, the nsrdsa_save process uses this name during backup. The DSA host passes the loopback entry to the NDMP data server and the connection fails. To resolve this issue, remove the hostname from the localhost list.

Resolution

Knowledge base articles on the EMC Online Support Site provide detailed troubleshooting information for this error message and other failed to establish connection failures encountered during an NDMP backup.

nsrndmp_save: get extention list: communication failure

Type

Notification

Source

nsrndmp_save

Description

This message appears during an NDMP local backup when NetWorker cannot determine the filer name.

Resolution

Refer to the NetWorker Support for NDMP chapter in the *NetWorker Administration Guide* for details.

NSR server '‹server›:' client ‘virtual_hostname’ is not properly configured on the NetWorker Server

Type

Notification

Source

save

Description

Appears when you attempt to recover data from the physical node of a highly available NetWorker server that was backed up by a NetWorker server that is external to the cluster.

Resolution

Create a client resource for the highly available virtual NetWorker server on the external NetWorker server and retry the recover operation.

NSR server '‹server›:' ‹error_string› — SHAREPOINT: unauthorized feature. (7159)

Type

Notification

Source

save

Description

The NetWorker server that was asked to back up the Microsoft SPS SHAREPOINT save set is not authorized to perform the backup. This means that the specified NetWorker server is an earlier release than 7.0.

Versions of NetWorker servers earlier than release 7.0 are not authorized to back up SHAREPOINT save sets.

Resolution

Verify that you are using release 7.0 or later of the NetWorker server software. If the NetWorker server is not using release 7.0 or later, upgrade the software or transfer the backup to a NetWorker server running release 7.0 or later.

NTFS Change Journal will not be used for this save. ‹string›.

Type

Informational

Source

save

Description

This is a debug-level message that describes why the save operation did not use the Microsoft Windows Change Journal, although the Change Journal is enabled.

Resolution

No action required.

CHAPTER 16

Messages: O

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- Operation would block. (384) 265
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On decoding the credential: the authentication credential was corrupted, the checksums do not match (2493)

Type

Fatal Error

Source

nsrmmgd

Description

During regular a NetWorker operation such as a save or recover, an error that indicates a corrupt authentication credential may be generated.

Resolution

Upgrade the NetWorker server to release 7.3.2 or higher.

Only one -b pool can be specified. (29673)

Type

Notification

Source

nsrjb

Description

More than one pool was entered for the nsrjb command.

Resolution

Specify only one pool for nsrjb.

Operation aborted due to nsrmmgd restart. (12511)

Type

Fatal Error

Source

nsrd

Description

The jukebox operation to which this error applies precedes the error in the *daemon log* file.

The nsrd daemon was notified by the operating system that nsrmmgd exited unexpectedly. The nsrd daemon automatically restarts nsrmmgd. When nsrmmgd

exited, all running or queued jukebox operations were aborted and must be resubmitted.

The nsrd daemon is limited in the number of nsrmmgd restart attempts. NetWorker software tracks the number of times it restarts nsrmmgd. If the rate is exceptionally high, nsrd stops trying and continues working without jukebox access.

The error is fatal in regards to jukebox management. Other nonjukebox-related NetWorker tasks continue unimpeded.

Resolution

Do not shut down nsrmmgd manually. The daemon should only be shut down by nsrd as part of the NetWorker software shutdown mechanism.

If nsrmmgd exited due to an error, check the *daemon log* file and the *nsr/cores* directory to determine the reason and resolve the problem. For example, if nsrmmgd tried to start up but failed because of a missing operating system library, ensure that the appropriate library is installed in the correct location.

Operation did not complete before NetWorker shutdown.

Type

Informational

Source

nsrd

Description

Jukebox operations did not complete when the NetWorker program shut down. The jukebox operation to which this error applies precedes the error in the *daemon log* file.

Resolution

Do not shut down the NetWorker program until all jukebox operations complete.

Use the service mode value of the jukebox resource to allow currently queued operations to complete before a shutdown. No new operations are accepted for that jukebox. After nsrmmgd marks the jukebox as disabled, shut down the NetWorker program. Reset the jukebox status to enabled when restarting the NetWorker program.

Operation did not start before NetWorker shutdown.

Type

Informational

Source

nsrd

Description

Jukebox operations did not start when the NetWorker program shut down. The jukebox operation to which this error applies precedes the error in the *daemon log* file.

Resolution

Do not shut down the NetWorker program until all jukebox operations complete.

Use the service mode value of the jukebox resource to allow currently queued operations to complete before a shutdown. No new operations are accepted for that jukebox. After nsrmmgd marks the jukebox as disabled, shut down the NetWorker program. Reset the jukebox status to "enabled" when restarting the NetWorker program.

Operation ‹operation_type› in progress on device ‹device_name›. (15642)

Type

Notification

Source

nsrmmgd

Description

This is a progress update for device operations.

Resolution

No action required.

Operation ‹operation_name› requires a volume or slot range. (15448)

Type

Notification

Source

nsrmmgd

Description

The current operation requires a volume or slot range.

Resolution

Restart the operation with valid volume names or a slot range.

Operation would block. (384)

Type

Notification

Source

nsrd

Description

The file on which you want to perform the NetWorker operation is currently in use by another process.

Resolution

Complete one or both of these tasks to resolve this error:

- Wait until the currently running process is complete, then try the operation again.
- Use a third-party product to back up open files.

Option 'auto clean' is not enabled on jukebox '<jukebox>'. (31847)

Type

Notification

Source

nsrmmgd

Description

The "set cleaning slot uses" operation was started on a jukebox with the auto-clean feature disabled.

Resolution

Enable the auto-clean feature on the specified jukebox.

CHAPTER 17

Messages: P

This section contains these message descriptions:

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- Partial record error client ID: ‹long_unsigned›. (33865) ... 270
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- pkgrm: ERROR: unable to remove ‹/usr/lib/nsr/product.res› ... 272
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- Port ‹port› is loaded. Remove cartridges from the port and try again. (15410) ... 273
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- Process nsrlogd was spawned on 'security_audit_log_hostname', but nsrlogd could not open an RPC channel. 'Unable to connect to the nsrlogd process on host 'security_audit_log_hostname'. ... 273
- Program nsrmmgd terminated ‹int› times in ‹int› seconds. (12535) ... 274

Page: ‹long_unsigned› bad long directory record invalid slice: ‹decimal›. (901)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. The segment files are scanned and read a page at a time.

The records within the page each have an associated type. For example, a longdir type record does not fit within a single page.

The longdir type holds or records the locations of the other slice pages that contain the record data.

The nsrmmdbd process checks each of the slices in a record. If the slice references an out-of-range page, the longdir page is removed along with all the associated slices.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost.

For information on how to avoid this error, go to https://support.emc.com/ for technical assistance.

Page: ‹long_unsigned› bad long directory record missing slice: ‹decimal›. (903)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database.

The segment files are scanned and read a page at a time. The records within the page each have the associated type. A longdir type record is one that does not fit in a page.

The longdir type holds the locations of the other slice pages that contain the record data. All slices of the record are checked. If the slice references a missing page, the longdir page is removed along with all associated slices.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost.

For information on how to avoid this error, go to https://support.emc.com/ for technical assistance.

Page: ‹long_unsigned› bad record type: ‹decimal›. (899)

Type

Noncritical Error

Source

nsrmmdbd

Description

This error message appears when the media database is scavenging the database. The segment files are scanned and read a page at a time. Each record within the page has an associated length. Relocated records are marked as moved.

The other record types newhome and notmoved are checked for valid record lengths. If the length range cannot fit in the page, the page and all associated records are discarded. If the length range fits in the page, the operation proceeds as required.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost.

For information on how to avoid this error, go to https://support.emc.com/ for technical assistance.

Page: ‹long_unsigned› bad record unknown type: ‹decimal›. (900)

Type

Noncritical Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. The segment files are scanned and read a page at a time. The records within the page each have the associated type. The type must be:

- moved

- newhome
- notmoved

A page with an invalid record type is removed. All the associated records are discarded.

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost.

Partial record error client ID: '‹client_id›' name: '‹client›'. (9926)

Type

Fatal Error

Source

nsrmmdbd

Description

This message appears when failing to read a complete client ID map record. It indicates an error in the journal protection code.

This message can occur whenever a client ID map is created or updated. NetWorker software attempts to remove this record.

Resolution

Go to https://support.emc.com/ for technical assistance.

Partial record error client ID: ‹long_unsigned›. (33865)

Type

Fatal Error

Source

nsrmmdbd

Description

This message appears when the complete client ID map record is not read. It indicates an error in the journal protection code.

This message can occur whenever a client ID map is read and the complete record cannot be read. There is no attempt to automatically remove the record. To the requesting client, this save set does not appear in the media database.

Resolution

Go to https://support.emc.com/ for technical assistance.

Partial record error volid: ‹vol_id› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› at: ‹string›.

Type

Fatal Error

Source

nsrmmdbd

Description

This message appears when there is a failure reading a complete volume record. This indicates an error in the journal protection code.

This message can occur while scanning the volumes, and no action is taken to remove the record. To the requesting client, this volume ID does not appear to be in the media database.

If the error message appears during the deletion process, the volume is removed, but not the save sets. The save sets point to nonexistent volumes. Subsequently, the nsrim process seeks out orphaned save sets that point to nonexistent volumes

Resolution

Remove the entry by using nsrmm -d or nsrim -M.

If the problem persists, go to https://support.emc.com/ for technical assistance.

Performing operation ‹operation_type› on device '‹device›'. (15641)

Type

Notification

Source

nsrmmgd

Description

This is a progress update for device operations.

Resolution

No action required.

Permission denied, user must have the 'Operate NetWorker' privilege'.

Type

Warning

Source

command line

Description

When a token expires and you attempt to run a CLI command, the command will fail with this permissions error, along with a message indicating the security token has expired.

Resolution

To resolve this issue, run the nsrlogin command again to generate a new authenticated token.

pkgrm: ERROR: unable to remove ‹/usr/lib/nsr/product.res›

Type

Warning

Source

Description

This messages appears when removing the NetWorker client software package in a sparse root zone. The removal process might report that the uninstall cannot remove files.

Pool '‹pool›' is not a cloning pool. (32381)

Type

Notification

Source

nsrclone

Description

There was an attempt to clone data to a pool that is not specified as a cloning pool. The clone pools supplied with NetWorker software are Backup Clone and Archive Clone.

Resolution

Complete one or both of these tasks to resolve this error:

- Assign volumes to either Backup Clone or Archive Clone.

- When using the nsrclone -b *pool* command, specify either Backup Clone or Archive Clone for pool.

Port ‹port› is loaded. Remove cartridges from the port and try again. (15410)

Type

Notification

Source

nsrmmgd

Description

The only port selected for a withdraw operation is currently occupied.

Resolution

Remove the cartridge from the port and retry the operation. If the problem continues and the port is not occupied, reset the jukebox with the nsrjb -H command.

Port ‹port› is loaded. Trying the next port. (15411)

Type

Notification

Source

nsrmmgd

Description

A withdraw operation was attempted and the specified port is currently occupied.

Resolution

If other ports are available, no action is required. Otherwise, complete one or more of these to resolve this error:

- If the port is occupied, remove the cartridge and retry the operation.
- If the problem persists and the port is not occupied, reset the jukebox with the nsrjb -H command.

Process nsrlogd was spawned on 'security_audit_log_hostname', but nsrlogd could not open an RPC channel. 'Unable to connect to the nsrlogd process on host 'security_audit_log_hostname'.

Type

Notification

Source

nsrlogd

Description

This message appears when a service port is not available on the host specified in the auditlog hostname attribute. When this occurs, the nsrlogd daemon fails to start.

Program nsrmmgd terminated ‹int› times in ‹int› seconds. (12535)

Type

Fatal Error

Source

nsrd

Description

The nsrd program is notified by the operating system, that nsrmmgd has repeatedly exited unexpectedly. Although nsrd attempts to restart nsrmmgd, it is limited in retry attempts. NetWorker software tracks the number of times it has restarted nsrmmgd. If the rate of restarting nsrmmgd is high, nsrd stops trying and continues working without jukebox access.

The fatal error status means that jukeboxes cannot be managed. Other nonjukebox-related NetWorker software tasks continue unimpeded.

Resolution

Do not terminate nsrmmgd manually. The daemon should only be shut down by nsrd as part of the NetWorker shutdown mechanism.

If nsrmmgd exited due to an error, check the *daemon log* file, and the *nsr/cores* directory to determine the reason and resolve the problem. For example, if nsrmmgd exited because it was out of memory, allocate more system resources and/or reduce the number of processes competing for those resources.

CHAPTER 18

Messages: R

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- Recover failed: Error receiving files from NSR server '‹server›'. (38471) 284
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- RPC receive operation failed. A network connection could not be established with the host. (344) 296
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Range of slots for cleaning cartridges '‹range›' must be contained in '‹range›'. (4024)

Type

Notification

Source

jbconfig

Description

The selected cleaning slot range is not contained in the Slot Range attribute specified in the Jukebox resource. The jbconfig program cannot manage slots outside of the range specified in the Jukebox resource.

Resolution

Complete one or both of the following tasks to resolve this error:

- Select cleaning slots within the range specified in the Jukebox resource.
- Disable auto cleaning.

RAP error ‹error›: Enabler type is for a different platform. (12219)

Type

Notification

Source

nsrcap

Description

This message might appear when either of the following occur:

- An enabler code for the wrong platform is entered by using NetWorker Console, nsradmin, or nsrcap.
- A *bulk* enabler code is entered.
  A bulk enabler code, installed on the License Manager server, can enable multiple instances of a product, typically on multiple NetWorker servers. For example, a bulk enabler code might enable 25 storage nodes.

Resolution

Complete one or more of the following tasks to resolve this error:

- Verify that the enabler code being entered is for the appropriate platform.
- Obtain the correct type of enabler code by contacting EMC Licensing and Registration.
- If a bulk enabler code is being entered, use the lgtolic -c command to add the license.

RAP error: ‹product› enabler does not exist in the system. (33992)

Type

Notification

Source

nsrcap

Description

The specified feature is not enabled.

Resolution

Enable the specified feature by using the associated enabler code.

RAP error: Resource already exists. (376, 326)

Type

Noncritical Error

Source

nsrd, nsrexecd, gemslmd, lgtolmd

Description

This message might appear when:

- There is an attempt to create a new resource, but a resource with that name already exists.
- There is an attempt to start an operation on an autochanger, and that operation is already in progress.
- The resource file nsr.res is corrupt.

Resolution

Complete one or both of the following tasks to resolve this error:

- Create a new resource with a unique name.
- Wait until the currently running operation is complete, then retry the operation.

RAP error: Resource does not exist. (376, 319)

Type

Notification

Source

nsrd

Description

This message might appear when:

- There is an attempt to access or update a nonexistent resource.
- There is an attempt to allocate licenses by using the License Manager, and there are no additional licenses of the required type available.
- An existing autochanger cannot be accessed to perform operations.

Resolution

Complete one or more of the following tasks to resolve this error:

- Create the missing resource.
- Purchase additional licenses.
- Ensure that the client is running.
- Ensure that the client is correctly configured.

RAP error: Unable to extract resource info for client

Type

fatal

Description

Appears when the NetWorker server fails to back up a virtual cluster client because a NetWorker client resources does not exist for each physical node.

Resolution

Create a client resource for each physical node that is allowed to own the virtual cluster client and then rerun the backup.

RAP error: User ‹user_id› on computer ‹host› is not on administrator's list.

Type

Notification

Source

nsrd

Description

The user *‹user_id›* on the computer *‹host›* is not included in the NetWorker server's Administrator attribute and is not a member of the NetWorker Administrator's group.

Resolution

Complete one or both of the following tasks to resolve this error:

- Include the user's name, group, host, domain, domain_sid, or domaintype in the Administrator attribute of the NetWorker server's Server resource.
  Use the format:

name=value[,***name*=value**,...]

Where *name* is one of:

- name
- group
- host
- domain
- domain_sid
- domaintype

- Use the User Group resource to add the user to the Administrators user group.

For more information on NetWorker administrative privileges, refer to the most recent release of the *NetWorker Administration Guide*.

RAP query to check the worklist for completion of the save operation failed during all attempts. The save operation is finished. (7310)

Type

Informational

Source

savepnpc

Description

The backup process failed to get a status of the save operation when querying the worklist.

Resolution

No action required. Check the log files for details about the backup.

Read ‹int› records, and EOF marks after file '‹file›'. (8984)

Type

Informational

Source

nsrd, nsrmmd

Description

The volume was verified successfully.

A crash occurred while the volume was written to. After the crash, the volume was verified for valid end of file (EOF) and end of transfer (EOT) markers at the end of the volume. If these markers are invalid, an error message displays indicating the problem with the volume.

Resolution

No action required.

Read open error: Device busy. (8999)

Type

Notification

Source

nsrmmd

Description

This message might appear when:

- A device has multiple pathnames associated with it.
- A device is processing another application or service's request.
- The timeout value set on the backup server is incorrect.
- There was an attempt to move a volume that the scanner program is using or attempting to read.

Resolution

Complete one or both of the following tasks to resolve this error:

- Try the operation again.
- Verify that each physical tape drive is configured as a single NetWorker device. On UNIX systems, it is possible to use multiple device pathnames that all point to the same physical device. NetWorker software does not check for all these instances.

  For example, these device pathnames could be configured for NetWorker software to use:

  ```
  /dev/rmt/2lbn
  /dev/rmt/2mbn
  /dev/rmt/2hbn
  /dev/rmt/2cbn
  /dev/rmt/2ubn
  ```

  However, these pathnames actually point to the same tape drive.

Read open error: No media in drive. (8340)

Type

Noncritical Error

Source

nsrmmd

Description

The Jukebox resource on the backup server might not be synchronized with the physical autochanger (jukebox).

Resolution

To synchronize the Jukebox resource with the physical autochanger:

1. Shut down and restart the NetWorker server.
2. Reset the autochanger by using the nsrjb -HE command.
3. Inventory the autochanger by using the nsrjb -I command.

Received a network error (Severity ‹int› Number ‹int›): RPC create failed: Port mapper failure — Timed out. (18759)

Type

Notification

Source

nwrecover

Description

The remote procedure call (RPC) portmapper or nsrexecd process on the server has shut down. The client-side program detected an error while attempting to contact a portmapper or nsrexecd process on the backup server.

Resolution

Shut down and restart the NetWorker services.

Shut down and restart the NetWorker services on UNIX

To restart NetWorker services on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Restart the NetWorker daemons by using the startup script.

Shut down and restart the NetWorker services on Windows

To restart NetWorker services on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.

Shut down and restart the NetWorker services on NetWare

To restart services on NetWare systems:

1. Stop any groups that are currently running:
   F3-Operation=›Group Status
   F8-Options=›Stop Group Now
2. Exit the NetWorker program:
   a. Select File:
      F2-File
   b. Select Exit.
   c. Answer Yes to Unload all NLMs.

3. Start the NetWorker program from the server command-prompt (invoke NETWORKR.ncf) by entering the following at the prompt:
   NETWORKR

Received a network error (Severity ‹int› Number ‹int›): The feature "‹product›" is not properly enabled. (12275)

Type

Notification

Source

nsrd

Description

A specific feature is not enabled.

Resolution

Complete one or both of the following tasks to resolve this error:

- Refer to surrounding messages in the associated backup server's log file to determine the appropriate action.
- Enable the specified feature and try the operation again.

Received a retryable network error (Severity ‹int› Number ‹int›): busy. (18761)

Type

Informational

Source

nsrd

Description

This error message usually means that the backup server is busy. The nsrd process retries the network operation automatically until it succeeds.

Resolution

If this error occurs too many times in a row:

- Ensure that the backup server is running.
- Ensure that the network protocols are functioning properly by running ping.

recover: Error recovering filename. The RPC call completed before all pipes were processed

Type

Fatal

Source

Description

This error occurs when you use the aes ASM for data encryption when backing up files that are encrypted with the Microsoft Windows Encrypting File System (EFS).

Recover failed: Error receiving files from NSR server '<server>'. (38471)

Type

Notification

Source

recover

Description

This message might appear when:

- An attempt was made to recover files that were backed up by NetWorker software release 6.*x* or 7.*x* using NetWorker software release 5.*x*. A new save stream format was incorporated into NetWorker software release 6.*x*, and is not recognized by NetWorker software release 5.*x*.
- The parallelism value is set too high, which causes recovery sessions to fail.

Resolution

Complete one or more of the following tasks to resolve this error:

- Upgrade the client from NetWorker software release 5.*x* to release 6.*x*or 7.*x*.
- Recover the file to a client with NetWorker software release 6.*x* or 7.*x*installed.
- Decrease the parallelism value setting in the Client or Server resource.

Recover space interval and filesystem check interval must have different value/unit.

Type

Warning

Source

Staging resource creation/modification

Description

The Recover Space Interval and File System Check Interval value and unit are the same.

Resolution

Change the value or unit on one or both of these attributes so they no longer match.

Recovery operation failed. Relocation Path option is not supported when recovering VSS SYSTEM or SYSTEM save sets. (6538)

Type

Notification

Source

recover, winworkr

Description

A value was entered for the Relocation Path (or the -d option was used at the command line) when initiating the recovery, but one or more SYSTEM or VSS SYSTEM save sets were selected for recovery. The Relocation Path option and the -d command line option are not supported when recovering SYSTEM or VSS SYSTEM save sets, so the recovery operation failed.

Resolution

Initiate another recovery operation for any non-SYSTEM or non-VSS SYSTEM save sets, specifying a relocation path. Since you cannot relocate SYSTEM and VSS SYSTEM save sets, initiate a separate recovery operation and recover them to the specified default location.

Registration information provided is incomplete. (658)

Type

Notification

Source

nsrd

Description

The registration information entered into the Registration dialog box was incomplete.

Resolution

Register the product or feature again. Enter information into each text box.

Remote/network path ‹string› must be specified as UNC path name. (8377)

Type

Warning

Source

NetWorker DiskBackup

Description

This error message is a result of labeling an advanced file type device's volume of a network drive on a Windows storage node.

The advanced file type device's network pathname on a NetWorker storage node for Windows must be specified in Universal Naming Convention (UNC), for example: [rd=‹storage_node›:]\\host\sharename\path.

Resolution

Delete the advanced file type device and re-create it on a network drive by specifying its UNC path. Retry the labeling operation.

Removable Storage attempted to configure '‹string›'. This device has already been defined with hardware id '‹string›'. Please check the device resource for '‹string›' and make sure that these hardware ids match when you next run jbconfig. (15877)

Type

Notification

Source

jbconfig

Description

Hardware ID mismatch.

Resolution

Complete the following procedure to resolve this error:

1. Ensure that the Removable Storage service is started and properly configured.
2. Ensure that the NetWorker resources are correctly identified.
3. Retry the operation.

Removable Storage service not available. (15909)

Type

Notification

Source

dvdetect

Description

The Removable Storage service is not running or cannot start.

Resolution

Ensure that the Removable Storage service is started and properly configured.

Removing cleaning cartridge from slot ‹slot_number›. (15299)

Type

Notification

Source

nsrmmdbd

Description

The slot selected for the "set cleaning slot uses" operation is unoccupied.

Resolution

Add a cleaning cartridge or select a different cleaning slot.

Renamed database '‹db›' to '‹db›'. (32912)

Type

Notification

Source

nsrmmdbd

Description

This message can appear when the media database is recovered through mmrecov or compressed during nsrim. The media database is renamed before the newer version of the media database replaces it.

This error message logs the renamed database, allowing the administrator to manually delete the renamed database.

Resolution

Go to https://support.emc.com/ for information about debugging the problem and for assistance with removing the temporary databases that consume disk space.

Resource for jukebox '<jukebox_name>' contains an empty barcode list. (16164)

Type

Notification

Source

nsrjb

Description

An attemped jukebox operation specified the media by means of barcodes, but the RAP resource shows no barcodes exist for this jukebox.

Resolution

Ensure that you are using the correct jukebox name in the nsrjb command, or specify the media by volume name. Add barcodes to the media and inventory as necessary.

Resource temporarily unavailable.

Type

Noncritical Error

Source

nsrjb, nsrmmd

Description

This message might appear when:

- The nsrjb program causes a tape to be mounted into a tape drive, and then nsrmmd attempts to open the tape to read the label.
- The fork(2) system call fails because the system's process table is full.
- A system call fails because there is insufficient memory or swap space.
- Additional processes cannot be created. You have probably exceeded the memory size limit. Refer to the limit(1) UNIX man page or *Command Reference Guide* for details.

Resolution

Complete one or more of the following tasks to resolve this error:

- Run the operation again.
- Upgrade to NetWorker software release 5.5.1 patch 1, NetWorker software release 6.*x*, or NetWorker software release 7.*x*.
- Increase the value assigned to the Load Sleep attribute of the Jukebox resource until the operation is successful.

- Retry the operation after waiting for the system to make additional resources available.
- Reconfigure the kernel and enable additional processes to run simultaneously.
- Perform this task if the message occurs frequently.
- To increase the size of the process table in Solaris version 2.*x*, increase the value assigned to the maxusers attribute in the */etc/system* file. The default value assigned to the maxusers attribute is the amount of main memory in megabytes minus 2.

RESTORE: could not create path ‹pathname›

Type

Fatal

Source

nsrndmp_recover

Description

Appears when restoring NetApp data. This error appears in the daemon.raw file of the NetWorker server and the recovery output.

Resolution

Perform the following to resolve the issue:

- Ensure that you specify a source and a target path during the recover that exists on the target filer.
- If you set the UTF8=Y application information variable during an NDMP client backup and the backup contains path names with non-ASCII characters, then perform a save set recover. Index-based recoveries will fail with this error message.

RPC cannot make a procedure call: Create failed. (4189)

Type

Notification

Source

nsrd

Description

The backup server was unable to make a remote procedure call to the specified computer.

Resolution

Complete one or more of the following tasks to resolve this error:

- Verify that the "Name to Address" resolution is correct. Test by running nslookup using the fully qualified domain name of the computer. On Windows systems, this verification also can be performed from the Network control panel.

- Verify that the network protocols are functioning properly. Test by running ping.
- Use rpcinfo to verify that backup and recovery sessions can be established, and that the portmapper or rpcbind service is functioning properly. For operating systems without the rpcinfo utility, it is provided on the NetWorker product CD.
- Verify that there is an entry in the client's hosts table for the client and each of the NetWorker servers to which it connects.
- Verify that there is an entry in the server's hosts table for the server and each of its associated clients.
  The hosts table is typically located in the following file:
  - UNIX: `/etc/hosts`
  - Windows: `%SystemRoot%\winnt\system32\drivers\etc\hosts`
  - NetWare: `SYS:\etc\hosts`

RPC error: authentication failed or no valid authentication methods supported by both client and server. (2445)

Type

Fatal

Source

nsrexecd

Description

This message displays for security reasons. Check the daemon log file on the local machine, and on the machine that the application (nsradmin, for example) was trying to connect to. The log file may contain more specific details on what error occurred.

Resolution

Go to https://support.emc.com/ for technical assistance.

RPC error: can't setup SSL session channel to host ‹hostname› for GSS authentication (6639)

Type

Notification or Fatal (see Description)

Source

nsrexecd

Description

This error message appears in the local machine's daemon log file if the local machine has nsrauth enabled for a remote machine, but the remote machine does not have nsrauth enabled for the local machine.

If the remote machine allows oldauth for the local machine and the local machine allows oldauth for the remote machine, then the connection will succeed even though the error displays.

A fatal error is occuring if you also see one of the following error messages:

```
nsradmin: RPC error: Authentication failed or no valid
authentication methods supported by both client and server
nsradmin: RPC error: Authentication error (severity 4, number 7)
```

The likely cause is that there is a mismatch in the authentication methods that the local machine allows for the remote machine and that the remote machine allows for the local machine.

Resolution

Go to https://support.emc.com/ for technical assistance.

RPC error: Portmapper failure.

Type

Notification

Source

RPC

Description

The remote procedure call (RPC) service could not contact the portmapper or rpcbind service on the remote computer. Either the NetWorker services are not registered, or there is no mapped port to perform the requested operation.

Resolution

Complete one or more of the following tasks to resolve this error:

- Restart the NetWorker services.
- Use the rpcinfo command to verify that the NetWorker services on the client and the server are registered.
- Use the rpcinfo -p *host* command to determine which port each NetWorker service has registered.

RPC error: Procedure unavailable. (6912)

Type

Notification

Source

nsrexecd

Description

NetWorker software is unable to locate a registered Remote Procedure Call (RPC) service to perform the operation.

Resolution

Complete one or more of the following tasks to resolve this error:

- Use the rpcinfo command to verify that the RPC services on the client and the server are registered.
- Use the rpcinfo -p *host* command to determine which port each service has registered.

RPC error: Remote system error. (376, 352)

Type

Notification

Source

nsrd

Description

The NetWorker server encountered a system error on the remote computer.

Resolution

Complete the following procedure to resolve this error:

1. Restart the NetWorker server and client services.
2. Retry the requested operation.

RPC error: RPC cannot encode arguments. (376, 341)

Type

Notification

Source

RPC

Description

Some type of interference occurred during the transfer of data between the server and client. This interruption has prevented the remote procedure call (RPC) layer from encoding the argument that it was expecting. This interruption might occur when there is:

- A lack of resources on the server or client.
- A network problem.
- An RPC failure that causes an ASM to exit a process unexpectedly. For example, if nsrindexasm exited, the index specified in the error messages surrounding this message might be corrupted.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify that the network protocols are functioning properly. Test by running ping.

- Use rpcinfo to verify that backup and recovery sessions can be established and the portmapper or rpcbind service is functioning properly. For operating systems that do not include the rpcinfo utility, it is provided on the NetWorker product CD.
- Verify the server and client hosts table. To do this:
  1. Verify that there is an entry in the client's *hosts* table for the client and each of the NetWorker servers to which it connects.
  2. Verify that there is an entry in the server's *hosts* table for the server and each of its associated clients.
     The *hosts* table is typically located in this file:
     - UNIX: /etc/hosts
     - Windows: %SystemRoot%\winnt\system32\drivers\etc\hosts
     - NetWare: SYS:\etc\hosts
- Determine which client or server is performing the data transfer and check its system resources.

RPC error: RPC program or version mismatch. (376, 349)

Type

Notification

Source

RPC

Description

This message might appear when:

- There is a mismatch between the version of the Remote Procedure Call (RPC) service requested by the client and the service available on the server. This problem might be the result of an incorrect "Name to Address" resolution.
- There is a mismatch between the version of the RPC service used by the License Manager (lgtolmd) and the services available on the server. The default RPC version for lgtolmd is two (2).

Resolution

Complete one or more of the following tasks to resolve this error:

- Use rpcinfo to verify that the server and the clients are running the same version of RPC. For operating systems without the rpcinfo utility, it is provided on the EMC product CD.
- Update the NetWorker software on the client or server.
- Verify that the "Name to Address" resolution is correct. Test by running nslookup using the fully qualified domain name of the computer. On Windows systems, this verification also can be performed from the Network control panel.
- Specify the same version of RPC for lgtolmd that is used by the other backup services on the backup server. This can be specified by either:
  - Entering the following command at the command line:
    # lgtolic -s ***hostname:rpc_number:rpc_version***

- Setting the LMD_VERSION environment variable.

RPC error: Server can’t decode arguments.

Type

Fatal Error

Source

RPC

Description

This message might appear when:

- A network problem is causing data to be corrupted or lost.
- The remote server has run out of memory.

Resolution

Complete one or more of the following tasks to resolve this error:

- Locate and fix the network problem.
- Add additional memory to the remote server.

RPC error: Timed out. (376, 345)

Type

Notification

Source

RPC

Description

The request made to the NetWorker server was not completed because the Remote Procedure Call (RPC) services timed out. Possible reasons include the following:

- Resources have exceeded the NetWorker server’s limit.
- The nsrd service aborted the process.
- Network errors are occurring so the save program cannot open a backup session.
- The network interface card (NIC) failed.
- There is insufficient memory.

Resolution

Complete one or more of the following tasks to resolve this error:

- Try the requested operation again.
- Verify that the network protocols are functioning properly. Test by running ping.
- Use rpcinfo to verify that the backup and recovery sessions can be established and the portmapper or rpcbind service is functioning properly. For operating systems without the rpcinfo utility, it is provided on the EMC product CD.

- Shut down and restart the NetWorker services.

Shut down and restart the NetWorker services on UNIX

To restart the NetWorker services on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Restart the NetWorker daemons by using the startup script.

Shut down and restart the NetWorker services on Windows

To restart the NetWorker services on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.

Shut down and restart the NetWorker services on NetWare

To restart the NetWorker services on NetWare systems:

1. Stop any groups that are currently running:
   F3-Operation=›Group Status

   F8-Options=›Stop Group Now
2. Exit the NetWorker program:
   a. Select File:
      F2-File
   b. Select Exit.
   c. Answer Yes to Unload all NLMs.
3. Start the NetWorker program from the server command-prompt (invoke NETWORKR.ncf) by entering the following at the prompt:
   NETWORKR

RPC error: Unable to register service: ‹service›. (376, 7985)

Type

Fatal Error

Source

RPC

Description

The portmapper, rpcbind, or nsrexecd program did not start.

Resolution

Start the portmapper, rpcbind, or nsrexecd program.

RPC error: Unknown host. (961)

Type

Notification

Source

jbconfig, nsrmm

Description

This message might appear when:

- The computer's name was incorrectly entered in one of the resources.
- There is a problem with the computer's TCP/IP or IPX/SPX configuration, such as DNS, YP (aka NIS), and various "local file" databases.
- The hosts file entry for the local system does not contain the text localhost.

Resolution

Complete one or more of the following tasks to resolve this error:

- Verify the name specified in the computer's associated Client resource.
- Verify that the "Name to Address" resolution is correct. Test by running nslookup using the fully qualified domain name of the computer. On Windows, this verification also can be performed from the Network control panel.
- Verify that the network protocols are functioning properly. Test by running ping.
- Verify that sessions can be established and portmapping is correct by using rpcinfo -p hostname. For operating systems without the rpcinfo utility, it is provided on the EMC product CD.
- Verify the server and client hosts tables:
  - Verify that there is an entry in the client's hosts table for the client and each of the NetWorker servers to which it connects.
  - Verify that there is an entry in the server's hosts table for the server and each of its associated clients.

Typically, the hosts table is located in the following file:

- UNIX: `/etc/hosts`
- Windows: `%SystemRoot%\winnt\system32\drivers\etc\hosts`
- NetWare: `SYS:\etc\hosts`

RPC receive operation failed. A network connection could not be established with the host. (344)

Type

Notification

Source

RPC

Description

The Remote Procedure Call (RPC) services are unable to communicate with the server software. Communication between the server and the client was lost while the server was processing the request.

Resolution

Restart the NetWorker software services and retry the operation.

RPC send operation failed. A network connection could not be established with the host. (343)

Type

Notification

Source

RPC

Description

The Remote Procedure Call (RPC) services are unable to communicate with the server software, because the local or remote client network is down. Communication between the server and client was lost while the server was processing the request.

Resolution

Restart the NetWorker services and retry the operation.

CHAPTER 19

Messages: S

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Saved (1777)

Type

Informational

Source

save

Description

NetWorker successfully backed up a VSS save set.

Resolution

No action required.

Save set recover of this save set to another client is not supported. Cannot recover ‹save_set› from '‹client›' to '‹client›'. (17461)

Type

Informational

Source

winworkr Save Set recover

Description

This is an invalid recover operation for the specified save set.

Resolution

No action required.

Save set ‹save_set_id› '‹client›': ‹save_set› volume ‹vol› on ‹device› is being terminated because: Media verification failed. (8681)

Type

Notification

Source

nsrmmd

Description

After writing the specified save set to the specified volume, NetWorker is unable to verify the media. Media verification is performed by comparing the save sets written to the media with the original save sets.

Media verification is performed when the backup of a pool continues onto a different volume or the Auto Media Verify option in the Pool resource is enabled.

The error message could indicate that the drive or the media might be damaged, corrupted, or dirty.

Resolution

Complete one or more of the following tasks to resolve this error:

- Clean the drive.
- Ensure that the drive is functioning properly.
- Ensure that the media is functioning properly.

Save set ‹save_set› for client '‹client›' was aborted and removed from volume ‹vol›. (8372)

Type

Informational

Source

Advanced file type device

Description

The aborted save set for the client was removed from the volume and is unrecoverable.

Resolution

Determine the cause of aborted save set and retry the backup if applicable.

save set ‹saveset name› for client ‹hostname› was aborted and removed from volume ‹volume name›.

Type

fatal error

Source

nsrmmd

Description

After an unrecoverable error while writing backup data to the cloud, NetWorker aborts the backup and deletes the half-written saveset file from the cloud. This message indicates the successful removal of the data.

Resolution

Typically, the NetWorker software restarts a backup that was aborted due to errors. If the retry also fails, manually restart the backup to ensure you have a safe backup.

Save sets done reading ‹int› KB.

Type

Informational

Source

savegrp

Description

This message specifies the total amount (in kilobytes) of consolidated data. This message usually appears after a save set consolidation session.

Resolution

No action required.

Save set still in-progress on volume ‹vol›, volume mode remains full. (8493)

Type

Informational

Source

staging

Description

If an in-progress save set still exists on an advanced file type volume when space was recovered from a full file type volume, the volume mode is not changed.

Resolution

After the in-progress save set completes the backup, manually change the volume mode to appendable.

Save: ‹vol›: No such file or directory.

Type

Notification

Source

save

Description

The volume name provided for the save operation is invalid.

Resolution

Confirm that the volume name is spelled correctly and that it represents a valid save set for this operation.

Savegrp: ‹client› ‹save_set› save was never started.

Type

Notification

Source

savegrp

Description

Manual backups are running and consuming the maximum parallelism configured in the client resource.

Resolution

Stop the manual backups and increase the Networker client parallelism value.

Saving saveset XML files. (5300)

Type

Notification

Source

save

Description

The message indicates that NetWorker is writing the save set's Extensible Markup Language (XML) formatted files at the beginning of the VSS save set.

Resolution

No action required.

Server disabled; The evaluation enabler code for the ‹product› expired. Install the permanent enabler code. (39766)

Type

Notification

Source

nsrd

Description

The evaluation period for the feature expired.

This message might appear when one of the following occurs:

- The enabler code that was entered is invalid.
- The enabler code that was entered is a *bulk* enabler code. A bulk enabler code, installed on the License Manager server, can enable multiple instances of a product, typically on multiple NetWorker servers. For example, a bulk enabler code might enable 25 storage nodes.
- The nsr.res file is corrupt.

Resolution

Complete one or more of the following tasks to resolve this error:

- Use the nsrcap command to verify the enabler code.
- Install license enablers to enable the feature.
- For a bulk enabler code, use the lgtolic -c command (not the nsrcap command) to add the license.
- Recover the nsr.res file from backup or clone volumes.

Recover the nsr.res File on UNIX

To recover the nsr.res file on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Rename or delete the nsr.res file. By default, this file is located in the /nsr/res directory.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the nsr.res file by using either the recover command or the nwrecover program.

Recover the nsr.res File on Windows

To recover the nsr.res file on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename or delete the nsr.res file. By default, this file is located in the %SystemDrive\Program Files\nsr\res directory.
3. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the nsr.res file by using either the recover command or the NetWorker User program.

Recover the NSR.RES file on NetWare

To recover the nsr.res file on NetWare systems:

1. Stop any groups that are currently running:

```
F3-Operation=>Group Status
F8-Options=>Stop Group Now
```

2. Exit NetWorker:

a. Select File:

```
F2-File
```

b. Select Exit.

c. Answer Yes to Unload all NLMs.

3. Copy the NetWorker resource file (nsr.res) to another directory, and leave the original file intact. By default, the NetWorker resources (nsr.res) are located in the SYS:\NSR\RES directory.
4. Start the NetWorker program from the server command-prompt (invoke NETWORKR.ncf) by entering the following:
   NETWORKR
5. Use the NetWorker recover program to recover the NetWorker resources.

Server disabled; Too many devices. (39768, 4079)

Type

Notification

Source

nsrd

Description

The number of configured devices exceeds the number of devices allowed by the current enabler code.

Resolution

Complete one or both of the following tasks to resolve this error:

- Reduce the number of devices configured on the backup server.
- Obtain a new enabler code for the additional devices.

Server is not licensed for DiskBackup support. Install DiskBackup enabler. (12837)

Type

Notification

Source

staging

Description

This error appears if no License Manager is configured for the NetWorker server. This message applies to both file and advanced file type devices, since both are components of the NetWorker DiskBackup Option.

Resolution

Verify that the system is licensed appropriately for the NetWorker DiskBackup Option.

Server '‹server›': Device ‹device› is not a valid ‹device_type› device. (17491, 11754)

Type

Notification

Source

nsrd

Description

The user has attempted to create a backup device specifying a media type that does not match the actual type of device.

Resolution

Verify the type of device. Retry the operation, making sure to specify the correct media type.

Server '‹server›' does not support Microsoft Removable Storage. Contact your service representative. (15870)

Type

Informational

Source

jbconfig

Description

The server that is being configured does not support Removable Storage jukeboxes.

Resolution

Use a server that supports Removable Storage.

Service is using port ‹port_number› which is outside of configured ranges: ‹range›

Type

Informational

Source

nsrexecd

Description

Appears in the Logs window when a NetWorker daemon attempts to register to a port that is not within the service port range. This can occur because the port requirements of the NetWorker host exceed the number of service ports defined in the range.

Resolution

Increase the port range in the Service Ports attribute in the NSR System port ranges resource on the NetWorker host and make a corresponding change in the firewall rules.

Service 'NetWorker Backup and Recover Server' (nsrd) failed to start. Verify that you have sufficient priveleges to start system services.

Type

Warning

Source

NetWorker server (nsrd)

Description

This message occurs when the nsrd daemon does not start on the NetWorker server, and usually appears when the JAVA_HOME environment variable is not set to the 64-bit version of the JRE software.

Resolution

To resolve this issue, set the JAVA_HOME environment variable to the directory for the 64-bit JRE software.

1. Log on to the target host with a user that has administrator privileges.
2. Go to **Control Panel** › **System** › **Advanced System Settings**.
3. On the **Advanced** tab, click **Environment Variables**.
4. In the **System Variables** section, click **New**.
5. In the **Variable name** field, specify `JAVA_HOME`.
6. In the **Variable value** field, specify the path to the Java directory, for example, C:\Program Files\Java\jre1.8.0_xx, and then click**OK**.
7. Click **OK** to close the Environment Variables window, and then click **OK** to close the System Properties window.

shl_findsym: ‹function_name› not found. (15991)

Type

Noncritical Error

Source

nsrlcpd

Description

The specified function was not be found while nsrlcpd was loading required function vectors. This error message is specific to the Windows platform.

Resolution

Verify that the dynamic link library (.dll) file for the specific silo type is present in the proper directory location. For Windows, the default installation location is C:\Program Files\Legato\nsr\bin.

Skipping barcode ‹barcode›. It is already allocated to jukebox '‹jukebox›'. (31854)

Type

Notification

Source

nsrmmgd

Description

An attempt was made to allocate a cartridge with the same barcode as another cartridge already allocated to the specified jukebox.

Resolution

Complete one or both of the following tasks to resolve this error:

- Ensure that the correct barcode is specified.
- If both volumes have the same barcode, remove the previous volume and allocate the new one.

Skipping device '‹device›'. It is already unloaded. (15402)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program will not perform the unload operation on the specified device because it is already unloaded.

Resolution

No action required.

Skipping device '‹device›'. ‹reason›. (40035)

Type

Notification

Source

nsrmmgd

Description

The reset operation is skipping a device for the reason stated in the error.

Resolution

If the device is disabled, no action is required. Otherwise, retry the operation when the device is available.

Skipping drive '‹device›'. It is currently disabled. (15433)

Type

Informational

Source

nsrmmgd

Description

The specified device will not be selected for the current operation because it is disabled.

Resolution

No action required.

Skipping loaded device '‹device›': source slot ‹slot_number› is outside ‹range_name› ranges. (15451)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is skipping a usable device because it is currently loaded with a volume from a slot outside of the slot's range.

Resolution

Complete the following steps to resolve this error:

1. Temporarily change the current available slot ranges to include the source slot of the volume currently loaded in the drive.
2. Unload the volume from the drive.
3. Restore the previous available slot ranges.
4. Retry the operation.

Skipping savefs output line 'nothing to save.' (7080)

Type

Informational

Source

savegrp, savefs

Description

The savegrp program performs a query on the client to determine which save sets need to be backed up. The savefs -p command indicates that none of the save sets have changed since the previous level or incremental backup. Therefore, a backup of the associated client's save sets is not required and is not performed.

When an incremental or level backup is specified, the backup server only performs a backup on those files that have been modified since the previous backup.

Resolution

To back up the client's associated save sets, perform one of the following tasks:

- Perform an ad hoc backup of the client's save sets.
- Assign the client to a different backup schedule.

Skipping slot ‹slot_number›. Attribute 'match barcode labels' is enabled, and the slot has no barcode label. (38785)

Type

Notification

Source

nsrmmgd

Description

The Match Barcode Labels attribute is enabled on the jukebox and the selected slot has a cartridge with no barcode or an unreadable barcode label.

Resolution

Complete one or more of the following to resolve this error:

- Add or replace the barcode label.
- Fix the barcode reader.

- If the previous two options are not possible, disable the Match Barcode Labels attribute in the jukebox resource.

Skipping slot ‹slot_number›. Barcode ‹barcode_label› has an invalid character. (38601)

Type

Notification

Source

nsrmmgd

Description

The barcode label for the selected slot contains an invalid character such as:

" / \ *? [ ] ( ) $! ^ ; ' ~ ‘ › ‹ & | { }

Resolution

Use a different label or disable barcode support for the specified jukebox.

Skipping slot ‹slot_number›. It is empty. (15335)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program cannot perform the selected operation on this slot because it is not associated with a cartridge.

Resolution

No action required.

Skipping slot ‹slot_number›. Label ‹volume_label› is invalid. (15378)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program cannot perform the selected operation on this slot because it has an invalid label.

Resolution

Complete one or both of the following tasks to resolve this error:

- If the slot is known to have a valid label, inventory the slot.
- If the volume is not labeled, label the slot.

Skipping volume '‹device›' in slot ‹slot_number›. Volume is not loaded. (15404)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program will not perform the unload operation on the specified volume because it is already unloaded.

Resolution

No action required.

Slot ‹slot_number› is already loaded into device '‹device›'. (15345)

Type

Informational

Source

nsrmmgd

Description

The current operation requires loading the selected slot in a drive, but the slot is already loaded.

Resolution

No action required.

Slot ‹slot_number› is empty. Specify another slot. (15413)

Type

Notification

Source

nsrmmgd

Description

A withdraw operation was attempted on an empty slot.

Resolution

Specify another slot.

Slot ‹slot_number› is full or loaded in a drive. Specify another slot. (15314)

Type

Notification

Source

nsrmmgd

Description

The selected slot for a deposit is currently occupied.

Resolution

Select a different slot.

Slot ‹slot_number› is loaded in device '‹device›'. Unload the volume first. (15412)

Type

Notification

Source

nsrmmgd

Description

Attempting a withdraw operation and the selected slot is currently loaded in the specified device.

Resolution

Unload the volume (nsrjb -u) and retry the operation.

Slot ‹slot_number› is loaded into unavailable device '‹device›'. ‹device_status›. (40037)

Type

Notification

Source

nsrmmgd

Description

A selected volume is currently loaded into an unavailable device.

Resolution

Solve the problem based on the device status. For example, enable the device and restart the operation if the device is disabled.

Slot ‹slot_number› is not within the defined cleaning slot ranges for jukebox '‹jukebox›'. (31844)

Type

Notification

Source

nsrmmgd

Description

The selected slot is not defined as a cleaning slot for the specified jukebox.

Resolution

Restart the operation with the correct slot number.

Slot ‹slot_number› is not within the range of cleaning cartridges defined for jukebox '‹jukebox›'. (31803)

Type

Notification

Source

nsrmmgd

Description

A non-cleaning slot was selected for a cleaning operation (nsrjb -U).

Resolution

Check the current cleaning slot range and select the correct slot.

Slot ‹slot_number›: ‹volume label› is not a cleaning cartridge name. This slot is reserved for a cleaning cartridge. (15336)

Type

Notification

Source

nsrmmgd

Description

The inventory operation detected a cleaning slot with an invalid cleaning label.

Resolution

Ensure that the cartridge in the given slot is a cleaning cartridge then run the following command to create a valid name for the cleaning slot:

```
nsrjb -U number_of_uses -S slot_number
```

Sorry, Microsoft Removable Storage jukeboxes are not supported on this platform. (14538)

Type

Informational

Source

jbconfig

Description

Removable Storage jukeboxes cannot be created on this platform.

Resolution

No action required.

Space can only be recovered from adv_file and file type devices. (6365)

Type

Warning

Source

staging

Description

The volume name specified for the recover space of staging must be an advanced file or file type device.

Resolution

Complete the following steps to resolve this error:

1. Specify an *adv_file* or file type device volume.
2. Retry the operation.

ssid does not exist. (11493)

Type

Notification

Source

nsrclone

Description

The specified save set ID (ssid) does not exist.

Resolution

Use the mminfo(8) command to view a list of valid save set IDs.

Starting Default (with ‹int› client(s)).

Type

Informational

Source

nsrd, savegrp

Description

The savegrp operation began on the Default group. This group has *n* number of clients associated with it.

Resolution

No action required.

Starting save. (4952)

Type

Notification

Source

save

Description

NetWorker has started to back up a VSS save set.

Resolution

No action required.

Storage node device ‹device› disabled due to insufficient licensing. (11740)

Type

Notification

Source

nsrd

Description

The specified storage node device is disabled when:

- There are an insufficient number of storage node licenses enabled.
- Temporary storage node enabler codes expire.

Resolution

Complete one or more of the following tasks to resolve this error:

- Delete the expired enabler codes.
- Purchase additional storage node licenses.
- Enter permanent authorization codes for the expired storage node enabler codes.

Suggest mounting ‹vol› on ‹drive› for writing to pool '‹pool›'. (32665)

Type

Informational

Source

nsrmmd

Description

The nsrmmd process is mounting the specified volume into the specified drive. Once the volume is mounted, it is available for writing.

When a request for a volume is sent to the nsrmmd process, the process determines the most suitable volume for this request. The selected volume is usually the one

with the largest number of bytes available for writing. Once this volume is identified, the nsrmmd process mounts the volume into the specified drive.

Resolution

No action required.

System detected error due to savefile_fini() failure. Operation aborted. (18771)

Type

Fatal Error

Source

save

Description

NetWorker software encountered an internal error while attempting to write the last piece of data onto the backup media.

Resolution

Complete one or more of the following tasks to resolve this error:

- Verify that the network protocols are functioning properly by using ping.
- Refer to the log file for surrounding messages to determine the source of the internal error.
- Go to https://support.emc.com/ for technical assistance.

System error: There is already a machine using the name: ‹name›. Either choose a different name for your machine, or delete the "NSR peer information" entry for ‹name› on host: ‹hostname› (6637)

Type

Fatal Error

Source

nsrexecd

Description

This error can occur with certificate-based host authentication (nsrauth) when the certificates shared by two hosts become inconsistent. This situation typically occurs in the following scenarios:

- Reinstalling the NetWorker client, storage node, or server.
- The nsrladb database is deleted without exporting the contents of the nsrladb database.

- The NetWorker server experiences communication problems due to lack of resources, which can corrupt entries in the nsrladb database.

Resolution

Delete the NSR peer resource on the affected host. For information about deleting a NSR peer resource, refer to the most recent release of the *EMC NetWorker Administration Guide*.

If the problem persists, go to https://support.emc.com/ for technical assistance.

System error: SSL error: Unable to accept client handshake (7357) OR System error: SSL error: Unable to initiate client connection (7359)

Type

Fatal Error

Source

nsrexecd

Description

These error messages may be generated in the following cases:

- You do not have the patches required for nsrauth to work correctly.
- There is a mismatch between the certificates on the TCP client and TCP server involved.
  The TCP client and the TCP server each have their own certificate, but they also have the certificates for all systems previously communicated with. The mismatch is occurring between the certificate that the local machine has listed for a particular remote host (in the local machine's NSR peer information resource where the name attribute has the hostname of the remote machine) and the certificate that the remote host has in its nsrla resource.

Resolution

Go to https://support.emc.com/ for technical assistance.

ssid=‹saveset id›: cannot read on ‹device name›; wanted ‹bytes to read›, got ‹bytes read›: ‹cloud error string›

Type

Fatal Error

Source

nsrmmd

Description

During a recover operation, the NetWorker software was unable to read the expected number of bytes from the cloud.

Resolution

Look for more information in the “cloud error string”. This is usually a result of an error on the cloud vendor side. Follow the vendor’s recommended corrective actions and contact the vendor’s technical support for help if this issue persists.

CHAPTER 20

Messages: T

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- The creation of the ASR diskette has failed. Please see the recover log for details. (17437) 326
- The diskette in ‹drive_letter›: is write-protected. (38658) 326
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Tape label read: Not enough space.

Type

Notification

Source

scanner

Description

The data block that was backed up is smaller than the actual block of data on the volume. The number of bytes NetWorker software attempted to read from the tape may be smaller than the block that is being read from the volume.

Resolution

Complete one or both of these tasks to resolve this error:

- Rewind the tape and read the label at the beginning of the tape.
- Ensure the device is configured to accept data blocks of variable size.

Task ‹task_id› is automatically aborted. (40033)

Type

Notification

Source

nsrmmgd

Description

The specified task is automatically terminated by nsrmmgd as a result of either a NetWorker program shutdown or an unrecoverable error from nsrlcpd.

Resolution

If this is the result of a shutdown, disregard the message. The nsrmmgd program attempts an automatic recovery. Complete one or both of these tasks to resolve this error:

- Ensure that the library is running and connected.
- If the library is connected to a different host, ensure that the host can be reached by the server.

Task ‹task_id› timed out. (40031)

Type

Notification

Source

nsrmmgd

Description

The specified task timed out due to inactivities in "Operation Timeout."

Resolution

Check the status of the jukebox and its devices.

Temporarily increasing the timeout for ‹saveset name› to ‹number› seconds

Type

informational

Source

nsrmmd

Description

The NetWorker software has received information from the networking layer that the previous read or write operation failed with a “timeout” error. This results in the NetWorker software automatically increasing the “send/receive” timeout temporarily by 30 seconds and retrying the same operation. This increased timeout will be in effect for the rest of the current backup.

Resolution

If you frequently see this message, increase the timeout permanently by increasing the “send/receive timeout” parameter for the cloud device to avoid future delays or failures.

The creation of an ASR diskette for ‹string› has been cancelled. If you wish to create a diskette at a later time, please restart the recovery process. (17429)

Type

Informational

Source

client GUI

Description

The user has chosen to terminate the creation of an Automated System Recovery (ASR) diskette.

Resolution

No action required.

The creation of the ASR diskette has failed. Please see the recover log for details. (17437)

Type

Notification

Source

client GUI

Description

The creation of the Automated System Recovery (ASR) diskette did not complete.

Resolution

For more information about why the ASR diskette did not complete successfully, refer to the recover log.

The diskette in ‹drive_letter›: is write-protected. (38658)

Type

Notification

Source

client GUI

Description

NetWorker software cannot write to the diskette currently in the drive.

Resolution

Remove the write-protection on that diskette or insert a new diskette.

The feature "‹product›" is not properly enabled. (12275)

Type

Notification

Source

nsrd

Description

A licensing problem exists with the NetWorker server software and must be resolved before the feature can be used. This problem might occur when:

- The specified feature is not enabled.
- The wrong operating system version of the enabler code for the feature is used.
- The enabler code for the feature is faulty.

- There is an insufficient number of bulk enabler codes.
- A bulk enabler code, installed on the License Manager server, can enable multiple instances of a product, typically on multiple NetWorker servers. For example, a bulk enabler code might enable 25 storage nodes.

Resolution

Complete one or more of these tasks to resolve this error:

- Use the nsrcap command to ensure that the enabler code is correct.
- Enable the feature.
- Contact EMC Licensing and Registration to obtain the appropriate enabler code for the operating system.
  Use the evaluation enabler codes until permanent enabler codes can be provided.

  Enable and authorize this feature or product by using the lgtolic command.
- Contact EMC Licensing and Registration to obtain more bulk enabler codes. Enable and authorize this feature or product by using the lgtolic command.

The jukebox '<jukebox>' is not properly licensed. Make sure the jukebox is properly enabled and authorized. (41852)

Type

Notification

Source

nsrd

Description

This message might appear when:

- The Autochanger Module is not enabled.
- There is an insufficient number of bulk enabler codes.
- A bulk enabler code, installed on the License Manager server, can enable multiple instances of a product, typically on multiple NetWorker servers. For example, a bulk enabler code might enable 25 storage nodes.

Resolution

Complete one or both of these tasks to resolve this error:

- Enter the enabler code for the Autochanger Module into the License resource.
- Contact EMC Licensing and Registration to obtain more bulk enabler codes. Enable and authorize this feature or product by using the lgtolic command.

The media is offline. (15907)

Type

Notification

Source

nsrjb

Description

The media is no longer in the jukebox.

Resolution

Complete this procedure to resolve this error:

1. Check the tape vaults and load the specified media into the jukebox.
2. Run Inventory from the Removable Storage Microsoft Management Console (MMC) snap-in.
3. Retry the operation.

If the procedure does not resolve the error:

1. Run Reset from the NetWorker program.
2. Run Inventory from the NetWorker program.
3. Retry the operation.

The media type was not set. The jukebox was not added.

Type

Notification

Source

jbconfig

Description

An internal error occurred while processing jukebox data.

Resolution

Complete these steps to resolve this error:

1. Ensure that the Removable Storage service started and is properly configured.
2. Ensure that the NetWorker resources are available.
3. Ensure that the jukebox appears on the hardware configuration inventory of the Removable Storage Microsoft Management Software (MMC) snap-in.
4. Set the jukebox media type.

The number of slots is expected to be greater than zero. There has been an error in creating your Removable Storage jukebox. (14516)

Type

Notification

Source

jbconfig

Description

There was an internal error creating the Removable Storage jukebox.

Resolution

Go to https://support.emc.com/ for technical assistance.

The selected drive is busy. Please unload the drive. (4065)

Type

Noncritical Error

Source

nsrjb

Description

The Jukebox resource on the backup server might not be synchronized with the physical autochanger (jukebox).

Resolution

Complete one or both of these tasks to resolve this error:

- Unload the volume from the selected drive.
- Synchronize the Jukebox resource with the physical autochanger.
  To do this:

1. Reset the autochanger by using the nsrjb -HE command.
2. Inventory the autochanger by using the nsrjb -I command.

The SharePoint service must be running to recover data. (4963)

Type

Notification

Source

recover

Description

The SharePoint Portal Server service was not running when a recovery was attempted.

Resolution

Start the SharePoint Portal Server service before attempting a recover.

The specified user name is restricted and cannot be used to log into the system

Type

Notification

Source

gstd

Description

Appears when you use the username Administrator to log into the Console server and the Console server authentication is LDAP or AD. A Console server that uses AD or LDAP authentication does not support the administrator username.

Resolution

Log into the Console server with a different LDAP or AD username.

The VTL is not properly licensed. Make sure the VTL is properly enabled and authorized (VTL frame enabler needed). (41854)

Type

Notification

Source

nsrd

Description

A Virtual Tape Library Frame license must be purchased for each physical hardware frame that supports VTLs. If the Virtual Jukebox attribute is set to Yes during configuration but a Virtual Tape Library license does not exist, the configuration fails with this error.

Resolution

Contact EMC Licensing and Registration to obtain the VTL license.

There appear to be no SCSI jukeboxes connected to this system. This could mean the SCSI jukebox(es) are not connected to the system, cannot be seen (pending a reboot) or have already been configured. (14486)

Type

Notification

Source

jbconfig

Description

It appears there are no SCSI jukeboxes connected to the system due to one of these conditions:

- There are no SCSI jukeboxes on the system.
- The SCSI jukeboxes cannot be detected without a reboot.
- The SCSI jukeboxes have already been configured.

On a Microsoft Windows system, this message could indicate the SCSI jukeboxes are enabled for Microsoft Removable storage.

Resolution

Complete these steps to resolve this error:

1. Determine if there are any SCSI jukeboxes on the system.
2. Reboot the system to determine if there are SCSI jukeboxes.
3. On Microsoft Windows 2000 Professional and Server, Windows XP Professional, and Windows Server 2003, ensure that the libraries are disabled for Microsoft Removable Storage.
4. Rerun the jbconfig program.

There are fewer than two active devices. Unable to perform save set consolidation. (6812)

Type

Notification

Source

savegrp, nsrd

Description

Either an insufficient number of drives are configured, or the drives are not set to Active. To perform save set consolidation, there must be a minimum of two active devices within the same node.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that at least two drives are configured.
- Ensure that each configured drive is set to Active.

There are no enabled Removable Storage libraries to be configured. (14544)

Type

Notification

Source

jbconfig

Description

NetWorker software could not find any libraries controlled by Removable Storage on the system.

Resolution

Complete these steps to resolve this error:

1. Ensure Removable Storage service is started.
2. Check the Removable Storage configuration in the Microsoft Management Console (MMC) snap-in.
3. Enable one or more libraries for Removable Storage.
4. Configure the Removable Storage libraries again.

There is a problem in writing to ‹drive_letter›: (38659)

Type

Notification

Source

client GUI

Description

NetWorker software cannot write to the diskette.

Resolution

Insert a new diskette into the drive.

There is no diskette in the ‹drive_letter›: drive. (38654)

Type

Notification

Source

client GUI

Description

NetWorker software did not detect a diskette in the floppy drive.

Resolution

Insert a diskette into the drive.

There is nothing to deposit. (15316)

Type

Notification

Source

nsrmmgd

Description

A deposit operation was requested without having the I/O slots loaded.

Resolution

Load the I/O ports and continue the operation.

There is nothing to unload in jukebox '<jukebox_name>'. (31836)

Type

Informational

Source

nsrmmgd

Description

An unload operation was attempted, but nothing was loaded in the selected devices.

Resolution

No action required.

These files were not restored (Restore failed with error, or file/directory specified but not found in backup)

Type

Notification

Source

nsrndmp_recover

Description

This error message appears in the daemon.raw file of the NetWorker server and in the recovery output.

Resolution

To resolve this issue:

- Ensure that the file or directory specified during the recover, exists in the save set.
- Ensure that the pathname specified to relocate the data exists on the destination filer. For NDMP data recoveries, the target pathname is a literal string and must exactly match the path as seen by the native OS on the NAS filer.

This host is either improperly configured or does not support this operation

Type

fatal

Description

Appears in the Recover wizard's Select the Recovery Hosts window after you select a source or destination host when the source or destination host is running NetWorker 8.0 or earlier.

Resolution

The Recover wizard works with 8.1 or higher NetWorker clients only.

Token has expired.

Type

Warning

Source

NMC

Description

This message appears when the Console GUI is open and the token expires for the authenticated user.

Resolution

To resolve this issue:

1. Click **OK** to dismiss this message. The **Enter Credentials** window appears.
2. In the **Enter Credentials** window, specify the password of the user, and then click **OK**.

The NetWorker Authentication Service validates the user credentials and, if the validation succeeds, generates a new token for the session.

Too many retries for saveset ‹saveset name› -- ‹cloud error string›

Type

fatal error

Source

nsrmmd

Description

The NetWorker software has tried several times to write this saveset to the cloud and has failed.

Resolution

- Look at previous error messages in the log for more information for the causes of this failure.
- Look for more information in the ‹cloud error string›. This is usually a result of an error on the cloud vendor side; follow the vendor’s recommended corrective actions and contact the vendor’s technical support for help if this issue persists.

Transfer media path doesn't exist: ‹pathname›

Type

fatal error

Source

nsrpush

Description

This error message appears when the source_path or proxy_source_path specified in the nsrpush command does not exist on the source or proxy host.

Resolution

Specify a valid path.

CHAPTER 21

Messages: U

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Unable to add new cartridge: Library license capacity [‹int› slots] has been reached. (15286)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to allocate new media because the SILO/AlphaStor library has reached the current license capacity.

Resolution

Remove old volumes or obtain additional licenses.

Unable to abort existing jukebox operations during nsrmmgd restart. (12515)

Type

Warning

Source

nsrd

Description

No jukebox operation has a lifespan longer than one run of nsrmmgd. NetWorker software aborts any incomplete operations during a shutdown or a nsrmmgd restart. After the operations are aborted, nsrd also deletes all remaining NSR operation status resources.

This error indicates that nsrd was unable to abort or delete all operations. A preceding message in the daemon log explains the cause of the error.

Resolution

Check the daemon log to determine what caused the abort or deletion to fail. Complete one or both of the following tasks to resolve this error:

- If nsrmmgd is restarting, ensure that no operations on that jukebox are current and manually abort any remaining NSR operation status resources. For example, if nsrmmgd has restarted and put the jukebox into not ready status, no jukebox operations can be run or queued until the jukebox is marked ready. Any NSR operation status resources that remain for the jukebox exist from the prior run of nsrmmgd. Use nsradmin to mark the resources as cancelled. Ignore any related error messages about nsrd not being able to notify nsrmmgd that the operation was cancelled.
- If the NetWorker programs shuts down, nsrd automatically removes old NSR operation status resources when restarted. If nsrd cannot remove the resource during shutdown, it removes it during start-up. A NetWorker program shutdown

and restart safely purges any remaining NSR operation status resources that should not exist.

Unable to abort or remove 'NSR operation status' resources. (12516)

Type

Warning

Source

nsrd

Description

No jukebox operation has a lifespan longer than one run of nsrmmgd. NetWorker software aborts any incomplete operations during a shutdown or a nsrmmgd restart. After the operations are aborted, nsrd also deletes all remaining NSR operation status resources.

This error indicates that nsrd was unable to abort or delete all operations. A preceding message in the daemon log explains the cause of the error.

Resolution

Check the daemon log to determine what caused the abort or deletion to fail. Complete one or both of the following tasks to resolve this error:

- If nsrmmgd is restarting, ensure that no operations on that jukebox are current and manually abort any remaining NSR operation status resources. For example, if nsrmmgd has restarted and put the jukebox into not ready status, no jukebox operations can be run or queued until the jukebox is marked ready. Any NSR operation status resources that remain for the jukebox exist from the prior run of nsrmmgd. Use nsradmin to mark the resources as cancelled. Ignore any related error messages about nsrd not being able to notify nsrmmgd that the operation was cancelled.
- If the NetWorker program shuts down, nsrd automatically removes old NSR operation status resources when restarted. If nsrd cannot remove the resource during shutdown, it removes it during start-up. A NetWorker program shutdown and restart safely purges any remaining NSR operation status resources that should not exist.

Unable to access device ‹device› on control port ‹port›. (15810)

Type

Fatal Error

Source

jbconfig

Description

The configuration of the specified autochanger (jukebox) failed. This problem might occur when:

- The autochanger is not ready.
- The autochanger is not properly connected to the network.
- An incorrect control port (SJI autochanger) was entered.
- The necessary device file for HP-UX was not correctly generated.
- A third-party vendor's autochanger driver is preventing the backup server from communicating with the autochanger.

For example, an IBM 3590 or 3570 autochanger might be in use. IBM has combined tape and autochanger drivers. To enable them to interact with the backup server, the drivers must be configured to *not* attach to the autochanger.

Resolution

Complete one or more of the following tasks to resolve this error:

- Ensure that the SCSI bus and autochanger driver are properly installed and configured.
- Ensure that the autochanger is properly connected to the network.
- Ensure that all the required backup server software patches are installed.

Unable to allocate new cleaning cartridges for jukebox '‹jukebox›'. (31805)

Type

Notification

Source

nsrmmgd

Description

The silo cannot allocate the requested cleaning slot.

Resolution

No action required.

Unable to allocate ‹int› device(s) for this operation. Will automatically retry the allocation. (15423)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program cannot currently allocate the minimum number of required devices. The program will retry before terminating the operation.

Resolution

No action required.

Unable to confirm the completion status of operation ‹instance_number› on jukebox '‹jukebox›'. (15770)

Type

Warning

Source

nsrjb

Description

The nsrjb program submitted an operation for execution, but is unable to obtain the NSR Operation Status resource.

Resolution

The NetWorker program may have been shut down while the operation was still in progress. Check the daemon log for confirmation. In this case, no resolution is required.

Another possible cause is that the length of time that nsrd is keeping the NSR operation status resource after it is marked complete, is not long enough for nsrjb to monitor the operation. Increase the Operation Lifespan attribute of the relevant jukebox resource and/or decrease the nsrjb polling interval with the environment variable NSRJB_POLL_INTERVAL.

Unable to connect to host: Please check Security settings and daemon logs on the Networker client and Console server for more details

Type

Fatal Error

Source

remote agent

Description

Unable to complete one of the following:

- Client Configuration wizard tasks
- Device Configuration wizard tasks
- Saveset browsing when adding or modifying a client resource

Resolution

Check for one of the following when you receive this error:

1. Verify that the SSL key matches between the NMC Server and the NetWorker client host. The SSL key is in the NSR Peer Information attribute, which is located in each host's nsrladb database. A mismatch can occur when the nsrladb on one host is corrupted.
   To resolve this issue, delete the Console Server's NSR Peer Information from the NetWorker Client's nsrladb, and delete the NetWorker Client's NSR Peer Information from the Console Server's nsrladb as following:

   - To delete the Console Server's NSR Peer Information from the NetWorker Client's nsrladb, on the client host, type:

     ```
     nsradmin -p nsrexec
     nsradmin> print type:NSR peer information
     ```

     Note

     Identify the Console Server's NSR Peer Information, and delete it.

     ```
     nsradmin> delete type: NSR peer information;name:<Console Server
     name>
     Delete? Yes
     ```

   - To delete the NetWorker Client's NSR Peer Information from the Console Server's nsrladb, on the Console Server host, type:

     ```
     nsradmin -p nsrexec
     nsradmin> print type:NSR peer information
     ```

     Note

     Identify the NetWorker Client's NSR Peer Information, and delete it.

     ```
     nsradmin> delete type: NSR peer information;name:<Client name>
     Delete? Yes
     ```

     Once the deletion is complete, it is not mandatory to restart the NetWorker or Console services.

2. The Client cannot resolve hostname of NMC Server or NW Server. Sometimes, NMC can resolve the client hostname, but , client cannot resolve NMC or NetWorker Server hostname.
   To resolve this issue, ping the NetWorker Server and NMC server from the Client. If the ping fails, DNS is not resolving the hostname issue and add the hostname to the client hosts file.
3. Ensure NetWorker users have at least the "Operate NetWorker" privilege to launch the Client Wizard. To resolve this issue, add the user to the appropriate user_group in the NetWorker Server.
4. The NetWorker Server may not be present in the client's servers file. To resolve this issue, add the NetWorker Server to the client's servers file.
5. The NMC Server, NetWorker Server and NetWorker client hosts must only use nsrauth authentication.

Unable to connect to NDMP host ‹hostname›

Type

Fatal Error

Description

Appears when the NetWorker server cannot create or modify an NDMP client.

Resolution

Ensure that the:

- Username and password specified for the client is correct and has sufficient permissions to perform NDMP operations.
- NDMP service is running on the filer.

Unable to connect to server: Failed to contact using UDP ping

Type

Fatal Error

Description

The NMC console fails to connect to the NetWorker server.

Resolution

Ensure that the NetWorker daemons start on the NetWorker server.

For HP-UX Console clients:

1. In the NMC console, select Setup › Setup System Options.
2. Clear RPC ping by using UDP when connecting to NetWorker checkbox.
3. Click OK.
4. Try to connect to the NetWorker server in the NMC console.

Unable to connect to server: Remote system error - unknown error

Type

Fatal Error

Source

nsrexecd

Description

Appears in the Select the Recovery Hosts window when the Recovery Wizard cannot contact the host that you selected as the source or destination host.

Resolution

To resolve this issue, ensure that:

- The host is powered on.
- The NetWorker Remote Exec service (nsrexecd) is started.
- The name resolution for the host is working correctly.

Unable to connect to server: Unable to set user privileges based on user token for SYSTEM: security token has expired

Type

Warning

Source

NMC

Description

This message appears when the **NetWorker Administration** window is open and the token expires for the authenticated user.

Resolution

To resolve this issue:

1. Click **OK**. The **NetWorker Administration** window closes.
2. In the **Console** GUI, select the NetWorker server, and then select **Launch NetWorker Administration**. The **Enter Credentials** window appears.
3. In the **Enter Credentials** window, specify the password of the user, and then click **OK**.

The NetWorker Authentication Service validates the user credentials and, if the validation succeeds, generates a new token for the session.

Unable to connect to server: Unable to authenticate with server ‹server›: Authentication error; why = server rejected credential

Type

Fatal Error

Source

nsrexecd

Description

The most common scenarios in which server authentication fails are:

- Scenario 1:
  Two NetWorker hosts are not using compatible authentication methods.
- Scenario 2:
  A NSR peer information resource already exists for a NetWorker host but through

some unexpected event such as corruption, the NSR peer information resource is not recognized.

Resolution

- Scenario 1
  If a legacy NetWorker client can only use oldauth authentication, allow other NetWorker hosts, that connect to the client, to fallback to oldauth authentication. The most likely NetWorker host that will need to connect to this client is the NetWorker server. You can allow the NetWorker server to fallback to oldauth for just one, or a small number, of NetWorker clients, while disallowing fallback for all other NetWorker clients. Alternatively, you can allow the NetWorker server to fallback to oldauth for all NetWorker clients. The NetWorker Client Management chapter in the *EMC NetWorker Administration Guide* provides details.
- Scenario 2
  Delete the client's NSR peer information resource from the NetWorker server's NSRLA database. The NetWorker Client Management chapter in the *EMC NetWorker Administration Guide* provides details.

Unable to connect to server: Unable to set user privileges based on user token for username: Unable to validate the security token

Type

Warning

Source

NMC

Description

This message appears when you attempt to connect to a NetWorker server that is the host used to authenticate the NMC users.

Resolution

To resolve this issue, establish a trust between the NMC server and the NetWorker server, and then configure user access. The topic Configuring the NMC server to manage NetWorker servers in the *EMC NetWorker Administration Guide* provides more information.

Unable to contact the Console server. The server may still be initializing. Please try again later.

Type

Fatal Error

Source

gstd

Description

Unable to launch the NetWorker Console on Linux, UNIX, or AIX platforms.

Resolution

The problem may be addressed by performing one or more of the following actions:

- The ::1 entry may be missing from the /etc/hosts file on the NetWorker client. Ensure that this entry is added in the following format:
  ::1 localhost aliases
- If the IP address/hostname of the NetWorker Console server is modified or protocols such as IPv6 are added or removed, shutdown the Console server and run the `gstconfig` command. For more information, refer to the most recent release of the *NetWorker Administration Guide*.

Unable to create directive for ASR.

Type

Informational

Source

save

Description

NetWorker software could not create a skip directive for the Automated System Recovery (ASR) directory.

Resolution

No action required.

Unable to create directive for SharePoint Portal Server. (4961)

Type

Informational

Source

save

Description

NetWorker software could not create a skip directive for the SHAREPOINT save set.

Resolution

No action required.

Unable to determine the volume ID for the mount. (15639)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to perform a mount operation because the selected slot has no volume ID information.

Resolution

Inventory the selected slot.

Unable to determine the volume name for the mount. (15638)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to perform a mount operation because the selected slot has no volume information.

Resolution

Inventory the selected slot.

Unable to execute savefs job on host ‹hostname›: Remote system error - No route to host

Type

Fatal

Source

nsrexecd

Description

Appears during a scheduled backup when the NetWorker server can reach the client but cannot contact the nsrexecd process to start the savefs process.

Resolution

Ensure that you configure:

- Any external firewalls between the two hosts to allow communication on the required service ports.
- A personal firewall on the client, for example iptables on Linux, to allow communication between the two hosts on the required service ports.

Unable to find a cleaning slot in jukebox '‹jukebox›' for device '‹device›'. (31843)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to allocate a cleaning cartridge for this operation. This error typically occurs when the only available cartridge is used to clean another drive.

Resolution

If the number of cleaning tape uses for the cartridge(s) is greater than zero, no action is required. If there are no cleaning cartridges, add one. To change the number of uses for the cartridge see the NetWorker Command Reference Guide and nsrjb -U command or Knowledge Article 200068.

Unable to initiate command. Cannot find the resource for jukebox '‹jukebox›'. (15733)

Type

Notification

Source

nsrjb

Description

The resource for the specified jukebox was available when nsrjb started. It currently cannot be located. It may have been deleted.

Resolution

If the jukebox resource was deleted, either use another jukebox for your nsrjb command or re-create the jukebox resource with jbonfig.

Unable to launch NetWorker Management Console

Type

fatal

Description

Appears on a Console client if the Java Cache was not cleared after an update to the Console server software.

Resolution

Clear the Java Cache on the Console client.

Unable to locate a differential or level 1 backup of client '‹client›', save set ‹save_set_id›. (11252)

Type

Notification

Source

ansrd

Description

This message might appear when:

- The save set consolidation process aborts because a level 1 backup of the specified save set could not be found.
  Save set consolidation cannot be performed on a save set until both a full and a level 1 backup of the save set are performed.
- The `nsrssc` command was run directly without first performing a level 1 backup.
  - If the `savegrp` command is used to perform save set consolidation, `savegrp` automatically performs a level 1 backup of the save set before performing the actual consolidation.
  - If the nsrssc command is used, ensure that a level 1 backup of the save set is performed first.

Resolution

Complete one or more of the following tasks to resolve this error:

- Use the `mminfo` command to determine whether a level 1 backup of the save set exists.
- Check the log file to determine whether the save set was backed up successfully. If the file was not backed up successfully, fix the problem indicated by the associated message and perform the backup again.
- If a level 1 backup was not performed on the save set complete one or both of these tasks:
  - Perform a level 1 backup.
  - Run the `savegrp` command by using the -l “level” option and the -c “consolidation” option, for example, savegrp -l -c.
- If a level 1 backup of the save set is found, ansrd detected the wrong condition. If this is the case, go to https://support.emc.com/ for technical assistance.

Unable to obtain a client connection to nsrmmgd (version #) on host ‹hostname›

Type

Fatal

Source

nsrmmgd

Description

Appears on a Windows host when the Windows firewall Allow list on the NetWorker server does not contain the nsrmmgd process.

Resolution

To resolve this issue, ensure that the firewall is turned on, then add the nsrmmgd process to the Allow list of the Windows firewall on the NetWorker server host.

Unable to obtain model information for jukebox. (31897)

Type

Internal error

Source

nsrmmgd

Description

The nsrmmgd program is unable to determine the number of enabled slots on the given jukebox. The library may have been configured without license.

Resolution

Go to https://support.emc.com/ for technical assistance.

Unable to obtain the resource for device '‹device›'. (15586)

Type

Noncritical Error

Source

nsrmmgd

Description

The nsrmmgd program is unable to obtain information from the server for the specified device.

Resolution

Complete one or both of the following tasks to resolve this error:

- Check the server connection availability.
- Ensure that the Device resource still exists on the server. Re-create it if necessary.

Unable to allocate new cleaning cartridges for jukebox '‹jukebox›'. (31805)

Type

Notification

Source

nsrmmgd

Description

The SILO cannot allocate the requested cleaning slot.

Resolution

If there are other cleaning operations in progress and a limited number of cleaning cartridges are available, subsequent attempts will pick a cartridge released by other cleaning operations. In this case, no action is required.

If there are no other cleaning operations in progress, complete one or more of the following tasks to resolve this error:

- If the SILO or jukebox has no cleaning cartridges available, add new cleaning cartridges.
- If the SILO or jukebox has cleaning cartridges available, ensure that the cleaning slots have the right label. Inventory the cleaning slots or use the nsrjb -U *number_of_uses* command to set the number of uses.

Unable to obtain the resource for jukebox '‹jukebox›'. (31905)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to obtain the specified jukebox resource from the NetWorker server.

Resolution

Complete one or both of the following tasks to resolve this error:

- Ensure that server connectivity is available. If not, run the nsradmin command to connect to it.

- Ensure that the device resource still exists on the server. Re-create the device, if necessary.

Unable to query resource database: security token has expired

Type

Warning

Source

command line

Description

This message appears when you run a CLI tool as an authenticated user but the token for the user has expired.

Resolution

To resolve this issue, run the nsrlogin command to generate a new token for the user.

Unable to restart nsrmmgd.

Type

Fatal Error

Source

nsrd

Description

Indicates that nsrd has been notified by the operating system that nsrmmgd repeatedly and unexpectedly exited. An attempt to restart nsrmmgd failed.

Resolution

Check the *daemon log* file and the *nsr/cores* directory to determine the reason for the failure. Take any appropriate action.

Unable to retrieve save set information (ss_lst) from the media database. (11249)

Type

Notification

Source

ansrd

Description

The NetWorker server is unable to obtain information about the specified save sets from the media database. This problem might indicate the following:

- The nsrmmd service stopped responding or is not running.
- The media database is corrupt.
- Refer to adjacent log messages for other possible explanations.

Resolution

Complete one or more of the following tasks to resolve this error:

- If the nsrmmd service is not running, restart all NetWorker services and retry the operation.
- Perform a consistency check on the media database by using the `nsrim -X` command.
- If the media database is corrupt, complete one or both of the following tasks:
  - Rebuild the media database by using the scanner command.
  - Recover the last known working database.

Recover the media database on UNIX

To recover the media database on UNIX:

1. Shut down the NetWorker daemons by using the `nsr_shutdown -a` command.
2. Rename or delete the media database. By default, the media database is located in the `/nsr/mm` directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the database by using the `mmrecov` command.

Recover the media database on Windows

To recover the media database on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename the media database. By default, the media database is located in the `%SystemDrive%\Legato\nsr\mm` directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the media database by using the `mmrecov` command.

Recover the media database on NetWare

To recover the media database on NetWare systems, use the NETUTIL utility.

Unable to retrieve the save set information (ss_t) for the save set that continues save set ID ‹save_set_id›. (11251)

Type

Notification

Source

ansrd

Description

The NetWorker server is unable to obtain information about the specified save set from the media database. This problem might indicate the following:

- The nsrmmd service stopped responding or is not running.
- The media database is corrupt.

Refer to adjacent log messages for other possible explanations.

Resolution

Complete one or more of the following tasks to resolve this error:

- If the nsrmmd service is not running, restart the NetWorker program and retry the operation.
- Perform a consistency check on the media database by using the nsrim -X command.
- If the media database is corrupt, complete one or both of the following tasks:
  - Rebuild the media database by using the scanner command.
  - Recover the last known working database.

Recover the media database on UNIX

To recover the media database on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Rename or delete the media database. By default, the media database is located in the /nsr/mm directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the database by using the mmrecov command.

Recover the media database on Windows

To recover the media database on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename the media database. By default, the media database is located in the %SystemDrive%\Legato\nsr\mm directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the media database by using the mmrecov command.

Recover the media database on NetWare

To recover the media database on NetWare systems, use the NETUTIL utility.

Unable to update availability flag for the following volumes in jukebox '‹jukebox›': ‹list_of_volumes›. (15277)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is unable to update the availability flag for one or more volumes. Possible reasons include:

- The media database is not responding.
- The operation timed-out because the system is busy.
- An internal error occurred.

Resolution

Perform an inventory (nsrjb -I) or reset (nsrjb -H) of the jukebox. If the problem persists, go to https://support.emc.com/ for technical assistance.

Unknown cartridge type return by nsrlcpd: type = ‹cartridge_type›, bit format = ‹bit_format›. (15293)

Type

Critical

Source

nsrmmgd

Description

The nsrmmgd program cannot map the cartridge type reported by nsrlcpd to a known NetWorker media type.

Resolution

Add the cartridge type to the media map file.

Unknown communications failure occurred between nsrd and nsrmmgd. (15342)

Type

Warning

Source

nsrmmgd

Description

The nsrmmgd program receives an update from nsrd about an unknown jukebox operation. Communication about the new operation failed.

Resolution

If the operation was initiated internally, such as part of a backup, NetWorker software re-initiates the operation after a timeout period.

If the operation was initiated manually, such as a nsrjb command, that command may have stopped responding. Cancel and restart the command.

Unknown interface ‹interface_id› for jukebox '‹jukebox›'. (31896)

Type

Internal error

Source

nsrmmgd

Description

This is an internal error.

Resolution

Go to https://support.emc.com/ for technical assistance.

Unknown version for UNIX file '‹file›' (possible newer version). (31951)

Type

Notification

Source

recover

Description

An internal error occurred while the currently running process was attempting to obtain client attribute information. This problem might be the result of saving data by using a release of NetWorker software that is more recent than the release being used to recover the same data.

Resolution

Complete one or both of the following tasks to resolve this error:

- Upgrade the backup software, then try to recover the data again.
- If the problem persists, go to https://support.emc.com/ for technical assistance.

Unsupported command source or destination verification failure. src: ‹src›, dest: ‹dest›. (15234)

Type

Informational

Source

nsrlcpd

Description

One of the specified parameters is not allocated to the library controlled by the nsrlcpd process. The source, most likely a drive, is allocated at library configuration time. The destination, most likely a tape, is allocated during normal operations using the -a option for the nsrjb command. The command will not be attempted.

Resolution

Verify that the source and destination elements are properly allocated to the NetWorker silo library.

Unsupported authentication type. (2498)

Type

Fatal Error

Source

nsrd

Description

This problem occurs if an installed feature or patch is for a release of the backup software that is different from the installed release. For example, a 5.1 patch was applied to a 5.5 release of NetWorker software.

Resolution

Ensure that the release level of the features and patches matches the release level of the backup software.

User authentication session timed out and is now invalid

Type

Warning

Source

nsrexecd

Description

This message is generally seen when NetWorker is requesting a volume to write to, but has not received a volume for 120 minutes or longer. This generally indicates that the server does not have volumes available for writing, for example, a request volume is not mounted.

Resolution

Ensure that a volume is available for writing.

User cancelled task ‹task_id›. (40034)

Type

Informational

Source

nsrmmgd

Description

A user cancelled the specified task.

Resolution

No action required.

User does not have the privileges to perform the requested operation. (7116)

Type

Fatal or Notification (see Description)

Source

nsrexecd

Description

This error message can occur for nsrauth and oldauth (it is fatal for nsrauth and non-fatal for oldauth).

There are two reasons this error message appears:

- If nsrauth was disabled for all hosts that communicate with the NetWorker server, then this error message is caused by a bug. If this is the case, you will also see the following message:
  Warning: Could not register a daemon key with the authentication daemon.

  If you see this warning, then the following error message is not a problem:

  ```
  user does not have the privileges
  ```

  These messages usually appear when the NetWorker server daemons (for example, nsrd) are started.
- If nsrauth was allowed for at least one other host (for example, if you do not see the above mentioned error message), then some daemons will not work correctly when using authentication.
  As a result, users connecting to NetWorker daemons will often not have the correct privileges; they will have the correct privileges when communicating with nsrd or nsrexecd, but for any of the other daemons, no privileges will be available. This error may cause backup failures or mminfo failures.

Resolution

Go to https://support.emc.com/ for technical assistance.

User does not have sufficient backup privileges or is not an administrator. (5419)

Type

Notification

Source

save

Description

The user performing the backup does not have the proper permissions to back up the save set.

Resolution

Ensure that the user performing the backup is a member of the NetWorker Administrators group.

User needs to be on archive or NSR administrator list.

Type

Notification

Source

nsrclone

Description

The specified user is not included in the backup server's administrator list. Only administrators can perform cloning operations.

Resolution

Complete one or both of the following tasks to resolve this error:

- Include the user's name in the format *user@computer_name* in the Administrator attribute of the Server resource.
- Request that an administrator perform the requested operation.

User performed an immediate cancellation of task ‹task_id›. (40032)

Type

Informational

Source

nsrmmgd

Description

A user cancelled the specified task.

Resolution

No action required.

User ‹user_id› on computer ‹host› is not on ‹host›'s remote access list. (12284)

Type

Notification

Source

nsrd

Description

The specified user is not included in the specified computer's Remote Access list.

Resolution

Complete one or more of the following tasks to resolve this error:

- Include the user's name in the format *user@computer_name* in the Remote Access attribute of the specified computer's Client resource.
- Verify that all aliases exist in the appropriate host or DNS files and the Alias attribute of the Client resource.
- Ensure that the fully qualified domain name, as well as any short names or aliases, are included in the Remote Access attribute.
- Temporarily add **@** to the Remote Access attribute.

  Note

  This will enable anyone to connect to this computer. Delete the **@** entry from the Remote Access attribute after the requested operation completes to reestablish system security.

Refer to the SCSI device's documentation. For additional assistance, contact the manufacturer of the device.

User terminated the operation. (15747)

Type

Informational

Source

nsrjb

Description

The nsrjb program reports that a user pressed [Ctrl]+[c] to terminate the current operation.

Resolution

No action required.

CHAPTER 22

Messages: V

This section contains these message descriptions:

- Value of environment variable ‹name› is set to ‹value›. (15593) 364
- Verification of volume "‹vol›", volid ‹vol_id› failed, volume is being marked as full. (8438) 364
- Volhdr: ‹string› ‹long_unsigned› records. (912) 364
- Volume expiration date ‹date› not in future 365
- Volume from slot ‹slot_number› is not loaded in device '‹device›'. (15398) 365
- Volume in slot ‹slot_number› is unavailable. It is currently loaded in device '‹device›'. (15288) 366
- Volume name '‹volume_name›' is too long. (15361) 366
- Volume name exceeds ‹decimal› characters. (8376) 366
- Volume '‹volume_name›' in slot ‹slot_number› contains an invalid volume ID ‹volume_id›. (15386) 367
- Volume '‹volume_name›' in slot ‹slot_number› with volume ID ‹volume_id› is not in the media database. (15388) 367
- Volume '‹volume_name›' mounted on '‹host_name_1›' needs to be mounted on '‹host_name_2›'. (11937) 367
- Volume '‹volume_name›' not found in media database. (6181) 368
- Volume '‹volume_name›' will not be labeled. It already has a valid NetWorker label. (15348) 368
- Volumes in jukebox '‹jukebox›' have passed the low water mark. (12093) 368
- Volume "‹vol›" on device "‹device›" Block size is ‹int› bytes not ‹int› bytes. Verify the device configuration. Tape positioning by record is disabled. (8447) 369
- Volume "‹vol›" on device "‹device›": Cannot decode block. Verify the device configuration. Tape positioning by record is disabled. (8451) 370
- VSS failed to take the snapshot. ‹error_string›. Snapshot attempt number ‹int› of 3 will occur in 10 minutes. (5387) 371
- VSS ‹save_set› is an invalid saveset. Mismatch with save operations value. 371
- VSS snapshot failed, and fallback to standard filesystem save is disabled for ‹save_set› and will not be saved. (7283) 371
- VSS..snapshot failed.. ‹hex› — revert to standard save of filesystem. 372
- VSS..snapshot failed with error ‹hex› — The specified object does not exist. 373
- VSS Snapshot is disabled and will not be used. (7280) 373
- VSS Snapshot is disabled for ‹save_set› and will not be used. 373

Value of environment variable ‹name› is set to ‹value›. (15593)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program detected a relevant environment variable.

Resolution

Ensure that the value is set correctly.

Verification of volume "‹vol›", volid ‹vol_id› failed, volume is being marked as full. (8438)

Type

Warning

Source

nsrmmd

Description

NetWorker software could not successfully verify the media and marked the volume as "full." Once a volume is marked as "full," no further data can be written to this volume.

The drive or the media might be damaged, corrupted, or dirty.

Resolution

Complete one or more of these tasks to resolve this error:

- Clean the drive.
- Ensure that the drive is functioning properly.
- Ensure that the media is functioning properly.

Volhdr: ‹string› ‹long_unsigned› records. (912)

Type

Informational

Source

nsrmmdbd

Description

The volume header is read before and after the scavenge process runs. The number of each record type is read from the database volume header and displayed.

Resolution

Compare the number of records before and after the scavenge process to determine whether the media database is corrupt.

Volume expiration date ‹date› not in future

Type

Notification

Source

nsrmmgd

Description

Cannot unmount a backup device.

Resolution

Complete one or more of these tasks to resolve this error:

- Run one of the following commands manually from a command prompt to eject the device: **`nsrmm -u -f device_name`**
  or **`nsrmm -j -f device_name`**
- Go to https://support.emc.com/ for technical assistance.

Volume from slot ‹slot_number› is not loaded in device '‹device›'. (15398)

Type

Notification

Source

nsrmmgd

Description

The operation to unload cannot be performed because the volume is not loaded in the specified device.

Resolution

If the volume is in the specified slot, no action is required. Run the unload command without specifying the device.

If this resolution fails and the volume is still loaded, reset the jukebox.

Volume in slot ‹slot_number› is unavailable. It is currently loaded in device '‹device›'. (15288)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program is attempting to locate a volume that is currently loaded in another drive.

Resolution

Unload the volume using the nsrjb -u command and retry the operation.

Volume name '‹volume_name›' is too long. (15361)

Type

Notification

Source

nsrjb

Description

The volume name argument supplied on an nsrjb command line is too long.

Resolution

Specify a shorter volume.

Volume name exceeds ‹decimal› characters. (8376)

Type

Warning

Source

NetWorker DiskBackup Option

Description

The volume label name specified for the advanced file type device exceeded 60 characters.

Resolution

Specify a volume label name of fewer than 60 characters and retry the labeling operation again.

Volume '‹volume_name›' in slot ‹slot_number› contains an invalid volume ID ‹volume_id›. (15386)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program cannot perform the selected operation on this slot because it has an invalid volume ID.

Resolution

If the slot does have a valid ID, perform an inventory of it. If it does not have a valid ID, label the volume in the slot.

Volume '‹volume_name›' in slot ‹slot_number› with volume ID ‹volume_id› is not in the media database. (15388)

Type

Notification

Source

nsrmmgd

Description

The nsrmmgd program cannot perform the selected operation on this slot because it has no entry in the media database.

Resolution

Label the volume in the slot.

Volume '‹volume_name›' mounted on '‹host_name_1›' needs to be mounted on '‹host_name_2›'. (11937)

Type

Warning

Source

nsrd

Description

The specified volume is currently required on one host, but is mounted on another.

Resolution

Unmount the volume from ‹*host_name_1*› and mount it on ‹*host_name_2*›.

Volume '‹volume_name›' not found in media database. (6181)

Type

Notification

Source

nsrmmgd

Description

The volume selected for the given jukebox operation is not in the media database.

Resolution

Select a different volume or relabel the volume.

Volume '‹volume_name›' will not be labeled. It already has a valid NetWorker label. (15348)

Type

Informational

Source

nsrmmgd

Description

The nsrmmgd program rejected a volume label operation after discovering a valid NetWorker label.

Resolution

No action required.

Volumes in jukebox '‹jukebox›' have passed the low water mark. (12093)

Type

Informational

Source

nsrd

Description

The unused capacity on all of the volumes in the autochanger (jukebox) is lower than the low-water mark specified for the Minimum Space attribute in the Jukebox resource. By default the Minimum Space attribute is 7 GB.

Resolution

No action required.

Volume "‹vol›" on device "‹device›" Block size is ‹int› bytes not ‹int› bytes. Verify the device configuration. Tape positioning by record is disabled. (8447)

Type

Notification

Source

nsrmmd

Description

The data block that NetWorker software attempted to recover from the specified volume was not the same size as the original block. NetWorker software disabled tape positioning by both forward space record (FSR) and backward space record (BSR).

All data written to media is assumed to be contained within a single data block. A fixed block size was assigned to the device. The data written to the media was then broken into multiple blocks. NetWorker software was then unable to position the media by using the FSR or the BSR.

Resolution

Ensure that the volume was created by using the current configuration. The device should be configured to accept data blocks of varying size.

If the volume was created by using a different configuration, complete one or both of these tasks to resolve this error:

- Change the existing block size in the *st.conf* file temporarily to 64. By default, the block size is set to zero. For example, a DLT7000's *st.conf* file entry might be:

  ```
  DLT7k -data - 1, 0x36, 0, 0x8219, 4, 0x82, 0x83, 0x84, 0x85, 3;
  ```

  By changing the block size, this entry becomes:

  ```
  DLT7k -data - 1, 0x36, 64, 0x8219, 4, 0x82, 0x83, 0x84, 0x85,
  3;
  ```

- If the volume was created by using an existing configuration, set the block size in the *st.conf* file equal to the SCSI controller's block size limit. To determine the block size limit, use the mt command. For example in Solaris:

  ```
  sunnw: mt -f /dev/rmt/9cbn status
  Quantum DLT7000 tape drive:
  ```

```
    sense key(0x0)= No Additional Sense   residual=
0               retries= 0             file no= 1   block no= 0
sunnw:
```

Volume "‹vol›" on device "‹device›": Cannot decode block. Verify the device configuration. Tape positioning by record is disabled. (8451)

Type

Notification

Source

nsrmmd

Description

NetWorker software could not read or access the data block on the specified volume. NetWorker software disabled tape positioning by both forward space record (FSR) and backward space record (BSR).

All data written to media is assumed to be contained within a single data block. A fixed block size was assigned to the device. The data written to the media was then broken into multiple blocks. NetWorker software was then unable to position the media by using the FSR or the BSR.

This problem might also be caused by device or media errors.

Resolution

Complete one or more of these tasks to resolve this error:

- Ensure that the volume was created by using the current configuration. The device should be configured to accept data blocks of varying sizes.
  If the volume was created by using a different configuration, follow these steps to change the settings to enable the volume to be read:
  - Change the existing block size in the *st.conf* file temporarily to 64. By default, the block size is set to zero. For example, a DLT7000's *st.conf* file entry might be:
    DLT7k -data - 1, 0x36, 0, 0x8219, 4, 0x82, 0x83, 0x84, 0x85, 3;

    By changing the block size, this entry becomes:

    DLT7k -data - 1, 0x36, 64, 0x8219, 4, 0x82, 0x83, 0x84, 0x85, 3;
  - If the volume was created by using an existing configuration, set the block size in the *st.conf* file equal to the SCSI controller's block size limit. To determine the block size limit, use the mt command. For example in Solaris:
    sunnw: mt -f /dev/rmt/9cbn status
    Quantum DLT7000 tape drive:
    sense key(0x0)= No Additional Sense residual= 0 retries= 0 file no= 1 block no= 0
    sunnw:
- Clean the drive.
- Ensure that the drive is functioning properly.

- Ensure that the media is functioning properly.

VSS failed to take the snapshot. ‹error_string›. Snapshot attempt number ‹int› of 3 will occur in 10 minutes. (5387)

Type

Informational

Source

save

Description

NetWorker software attempted to perform the snapshot backup of the specified save set, but the attempt failed due to the reason stated in *‹error_string›*. NetWorker software adheres to the Microsoft recommendation that 10 minutes elapse between successive snapshot attempts when this specific error occurs. After three unsuccessful snapshot attempts, the backup of the save set fails.

Resolution

No action required.

VSS ‹save_set› is an invalid saveset. Mismatch with save operations value.

Type

Warning

Source

save

Description

NetWorker software cannot save the save set named *‹save_set›* because the state of the backup client does not match the save set type. This occurs in these situations:

- The backup client has VSS enabled and the save set type is *not* VSS.
- The backup client has VSS disabled and the save set type *is* VSS.

Resolution

Change the type of the save set to match the backup client's VSS state.

VSS snapshot failed, and fallback to standard filesystem save is disabled for ‹save_set› and will not be saved. (7283)

Type

Notification

Source

save

Description

NetWorker software cannot back up the save set named *‹save_set›* because of these factors:

- VSS was unable to complete a snapshot of the save set.
- Volume fallback ID disabled.

Normally, when VSS is unable to complete a snapshot of a save set, NetWorker software conducts a standard save of the volume or volumes contained in the save set. This message only appears when this fallback capability has been turned off by the user or a system administrator.

This message indicates an error in the VSS infrastructure. It normally includes additional troubleshooting information.

Resolution

Volume fallback should be enabled to ensure backup of the save set in the event of another VSS snapshot failure.

Retry the snapshot after correcting any problems contained in the error message. If the problem persists, go to *https://support.EMC.com/* for technical assistance.

VSS..snapshot failed.. ‹hex› — revert to standard save of filesystem.

Type

Informational

Source

save

Description

This message appears either in the NetWorker User program or in the savegrp log. It occurs when the VSS volume fallback capability is enabled and NetWorker software conducted a standard back up of the save set named ‹save_set› because NetWorker software was unable to complete a snapshot of it.

This message indicates an error in the VSS infrastructure. It normally includes additional troubleshooting information.

Resolution

This is an informational message. The backup was completed successfully through the fallback capability.

Retry the snapshot after correcting any problems contained in the error message.

If the problem persists, go to https://support.emc.com for technical assistance.

VSS..snapshot failed with error ‹hex› — The specified object does not exist..

Type

Informational

Source

save

Description

Appears when using the NetWorker User program on the passive node in a cluster on Windows 2003, and you attempt to back up the shared drives.

Resolution

Perform the back up from the active physical node.

VSS Snapshot is disabled and will not be used. (7280)

Type

Informational

Source

save

Description

VSS is not enabled. This occurs when one of these is true:

- VSS has been disabled through the Save Operations field.
- VSS does not have a valid license.

Resolution

No action required.

VSS Snapshot is disabled for ‹save_set› and will not be used.

Type

Informational

Source

save

Description

VSS is licensed for use on the system, but is not enabled for the save set named *‹save_set›*. This indicates that a user specifically disabled VSS support for the volume or volumes contained in the save set.

Resolution

No action required.

CHAPTER 23

Messages: W

This section contains these message descriptions:

- Waiting for ‹int› writable volumes to backup pool '‹pool›' ‹family› on ‹host›. (32508) 376
- Waiting for more available space on filesystem '‹string›‹character›‹string›'. (33943) 376
- Waiting for ‹vol_id› on ‹host›. 377
- Warning — '‹file›' size grew during save. (32255, 5192) 377
- Warning: Could not register a daemon key with the authentication daemon. GSS authentication disabled. 378
- WARNING: Non fatal error saving EFI partition. Retry the backup and/or use your NetWorker Admininstration Guide to temporarily disable the writer, if necessary. (5305) 378
- WARNING: no valid save times for client '‹client›' — cross-check not performed. (9335) 379
- Warning: some elements in jukebox '‹jukebox_name›' may contain inaccurate volume information. Re-inventory the jukebox. (31823) 379
- Warning: Unable to create OFC for drive ‹drive› (OFC mechanism unable to allocate drive letter). (7047) 380
- Warning: Unable to create OFC for drive ‹drive› (OFC mechanism unable to operate due to insufficient disk space). (7044) 380
- Warning: unable to detect Java Runtime Environment 380
- Web server exited unexpectedly 381
- WISS error: Bad database header. (819) 381
- WISS error: Invalid page number. (817) 383
- WISS error: Unable to mount ‹vol›: database was not shutdown cleanly. (873) 384
- WISS error: Unknown error code. (376, 946) 385
- Writing to volume ‹vol› complete. (9132) 387

Waiting for ‹int› writable volumes to backup pool '‹pool›' ‹family› on ‹host›. (32508)

Type

Notification

Source

nsrd

Description

This message might appear when:

- NetWorker software is configured to use a different pool than the one specified to perform the backup operation.
- The pools are not synchronized.
- The maximum parallelism value on the autochanger is too low.

Resolution

Complete one or more of these tasks to resolve this error:

- Look at the message file to determine what happened before this error appeared and correct any problems found.
- Use NetWorker Console to correctly configure the pools.
- Ensure that there are labeled tapes available for each configured pool.
- Reduce the Autochanger Max Parallelism attribute to the number of active drives minus one.

Waiting for more available space on filesystem '‹string›‹character›‹string›'. (33943)

Type

Warning

Source

NetWorker DiskBackup

Description

The file system where advanced file type (*adv_file)* volumes resides is full. The NetWorker backup process is waiting for available space on this file system so the backup can continue.

Resolution

Complete one or both of these tasks to resolve this error:

- Run the staging process against this advanced file type volume to move some save sets to a different storage medium.

- Manually remove temporary files in the file system.

Waiting for ‹vol_id› on ‹host›.

Type

Notification

Source

recover

Description

The nsrmmd process is waiting for the specified volume to be mounted into the specified device. The volume might:

- Be in use by another process.
- Be mounted on a different host.
- Need to be mounted manually.

If nsrmmd continues to wait for this volume to be mounted, a message is displayed that indicates:

- Length of time that nsrmmd has been waiting.
- Volume name and barcode assigned to the volume.
- Hostname of the device waiting for the volume to be mounted.

Resolution

Complete one or more of these tasks to resolve this error:

- Ensure that the volume is available.
- If the volume is mounted on a different host, import it.
- If the volume needs to be manually mounted, mount it.

Warning — '‹file›' size grew during save. (32255, 5192)

Type

Notification

Source

save

Description

The backup server detected that the number of bytes associated with the file on the backup media is not the same size as in the original file. This inconsistency might occur if the specified file:

- Is a Hierarchical Storage Management (HSM) stub or sparse file.
- Changed during the backup process, and its file size increased.

- Is the media database.

Multiple groups may have completed their backup sessions simultaneously. These sessions were subsequently attempting to update the media database simultaneously.

Resolution

Perform an ad hoc backup of the specified file to ensure that a consistent copy of the file is backed up.

Warning: Could not register a daemon key with the authentication daemon. GSS authentication disabled.

Type

Noncritical Error

Source

nsrd

Description

This message indicates that nsrauth is not being allowed for any machines that connect to your machine. This warning message only occurs if nsrauth is disabled for all machines.

You will only see this message on the NetWorker server. Even if this message appears, NetWorker will continue to operate.

Resolution

Go to https://support.emc.com/ for technical assistance.

WARNING: Non fatal error saving EFI partition. Retry the backup and/or use your NetWorker Admininstration Guide to temporarily disable the writer, if necessary. (5305)

Type

Noncritical Error

Source

save

Description

NetWorker software could not successfully back up an Itanium (IA-64) extensible firmware interface (EFI) partition.

Resolution

Run a backup of this drive again.

If this is unsuccessful, temporarily disable the VSS writer and retry the backup. For information on disabling the VSS writer, refer to the most recent release of the *NetWorker Administration Guide*.

WARNING: no valid save times for client '‹client›' — cross-check not performed. (9335)

Type

Notification

Source

nsrindexd

Description

The media database does not contain any valid save times for the specified client.

Resolution

Complete one or both of these tasks to resolve this error:

- If entries in the media database were expected, recover the database by using the `mmrecov` command or the NETUTIL utility.
- If entries in the media database were not expected:

1. Rename or delete the client's file index. By default, this file is located in this directory:
   - UNIX: `/nsr/index/client_name`
   - Windows: `%SystemDrive%\Legato\nsr\index\client_name`
   - NetWare: `SYS:\NSR\index\client_name`
2. If the client still exists, create a new file index for the client by using the nsrck -c (client_name) command.
3. If the client no longer exists, remove the associated Client resource.

Warning: some elements in jukebox '‹jukebox_name›' may contain inaccurate volume information. Re-inventory the jukebox. (31823)

Type

Warning

Source

nsrmmgd

Description

One or more volumes changed location after a reset operation.

Resolution

Inventory the jukebox.

Warning: Unable to create OFC for drive ‹drive› (OFC mechanism unable to allocate drive letter). (7047)

Type

Notification

Source

Open File Connection (OFC), save

Description

There are no drive letters available for OFC to assign to the virtual logical drive. The currently running backup session continues, but any open or locked files that the save program detects on this client are skipped.

Resolution

Make some drive letters available, or unmap a network drive.

Warning: Unable to create OFC for drive ‹drive› (OFC mechanism unable to operate due to insufficient disk space). (7044)

Type

Notification

Source

Open File Connection (OFC), save

Description

There is no space on the specified client's logical drive for OFC to record changes in the sector change buffer. The currently running backup session continues, but any open or locked files that the save program detects on this client are skipped.

Resolution

Complete one or both of these tasks to resolve this error:

- Allocate more space to the drive specified in this message.
- Retry the operation.

Warning: unable to detect Java Runtime Environment

Type

Warning

Description

Typical reasons for this error include:

- JRE is not installed on the Console client.
- Window only, the JRE version installed on the Console client does not match the Microsoft Internet Explorer version.
  This message appears on 64-bit Windows systems when you use:
  - 64-bit version of Microsoft Internet Explorer to connect to the Console server but the 32-bit version of JRE is installed.
  - 32-bit version of Microsoft Internet Explorer to connect to the Console server but the 64-bit version of JRE is installed.

Resolution

Refer to the *NetWorker Installation Guide* for details.

Web server exited unexpectedly

Type

fatal

Source

gstd

Description

Appears when the httpd process is not running on the Console server.

Resolution

Refer to the *NetWorker Installation Guide* for details.

WISS error: Bad database header. (819)

Type

Notification or Fatal Error

Source

WISS

Description

If a NetWorker software release earlier than 7.0 is installed, this message indicates:

- The latest NetWorker software patches are not installed.
- The media database is corrupt.

If NetWorker software release 7.0 or later is installed, this message indicates:

- The nsrmmdbd process was improperly shut down.
- The second occurrence of this message indicates a fatal error.

Resolution

NetWorker software release 7.0 or later

If NetWorker software release 7.0 or later is installed, determine whether this is the first occurrence of this error message.

First Occurrence

The first occurrence of this message indicates that NetWorker software checked to determine whether the media database was correctly shut down. In the case of an improper shutdown, NetWorker software rebuilds the database. A count of the number of records before and after the reconstruction is recorded.

Consistency checks on the media database are performed, which might remove additional records from the database. Check for these conditions:

- An excessive number of records has been removed from the media database.
- The media database has been scavenged more than once since upgrading to NetWorker software release 7.*x*.
- The nsrck -m program has not run.

Analyze the number and types of records to determine whether to use the mmrecov command to recover the media database.

Go to https://support.emc.com/ for technical assistance.

Second Occurrence

The second occurrence of this message indicates a fatal error. Go to https://support.emc.com/ for technical assistance.

NetWorker software releases earlier than 7.0

If a release of NetWorker software earlier than 7.0 is installed, complete one or both of these tasks:

- Ensure that the latest NetWorker software patches are installed.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

Check the media database on UNIX and Windows

To check the media database on UNIX and Windows systems, use the nsrim -X command.

Recover the media database on UNIX

To recover the media database on UNIX systems:

1. Shut down the NetWorker daemons by using the `nsr_shutdown -a` command.
2. Rename or delete the media database. By default, the media database is located in the `/nsr/mm` directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the media database by using the `mmrecov` command.

Recover the media database on Windows

To recover the media database on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename or delete the media database. By default, the media database is located in the `%SystemDrive%\Program Files\Legato\nsr\mm` directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the media database by using the `mmrecov` command.

Check the media database on NetWare

To check the media database on NetWare systems:

1. Select Indexes:

```
F3-Operation=>Indexes
```

2. Select Cross-check Index:

```
F8-Options=>Cross-check Index
```

Recover the media database on NetWare

To recover the media database on NetWare systems, use the NETUTIL utility.

WISS error: Invalid page number. (817)

Type

Notification

Source

WISS

Description

This message might appear when:

- The latest NetWorker software patches are not installed.
- The media database is corrupt.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the latest NetWorker software patches are installed.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

Check the media database on UNIX and Windows

To check the media database on UNIX and Windows systems, use the nsrim -X command.

Recover the media database on UNIX

To recover the media database on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.

2. Rename or delete the media database. By default, the media database is located in the /nsr/mm directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the media database by using the mmrecov command.

Recover the media database on Windows

To recover the media database on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename or delete the media database. By default, the media database is located in the %SystemDrive%\Program Files\Legato\nsr\mm directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the media database by using the mmrecov command.

Check the media database on NetWare

To check the media database on NetWare systems:

1. Select Indexes:

   ```
   F3-Operation=>Indexes
   ```

2. Select Cross-check Index:
   F8-Options=›Cross-check Index

Recover the media database on NetWare

To recover the media database on NetWare systems, use the NETUTIL utility.

WISS error: Unable to mount ‹vol›: database was not shutdown cleanly. (873)

Type

Informational (first occurence) or Notification (subsequent occurences)

Source

WISS

Description

This message indicates that the nsrmmdbd process was improperly shut down, possibly due to one of these reasons:

- A service crashed.
- The media database is corrupt.
- The system crashed.

Resolution

At the first occurence of this error, the nsrmmdbd process attempts to repair the problem itself. At the second occurence of this error, complete these tasks:

- Ensure that the latest NetWorker software patches are installed.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

If the error persists after completing these tasks, go to *https://support.EMC.com/* for technical assistance.

Check the media database on UNIX and Windows

To check the media database on UNIX and Windows systems, use the nsrim -X command.

Recover the media database on UNIX

To recover the media database on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Rename or delete the media database. By default, the media database is located in the /nsr/mm directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the media database by using the mmrecov command.

Recover the media database on Windows

To recover the media database on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename or delete the media database. By default, the media database is located in the %SystemDrive%\Program Files\Legato\nsr\mm directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the media database by using the mmrecov command.

Check the Media Database on NetWare

To check the media database on NetWare systems:

1. Select Indexes:

```
F3-Operation=>Indexes
```

2. Select Cross-check Index:

```
F8-Options=>Cross-check Index
```

Recover the media database on NetWare

To recover the media database on NetWare systems, use the NETUTIL utility.

WISS error: Unknown error code. (376, 946)

Type

Notification

Source

WISS

Description

This message might appear when:

- The latest NetWorker software patches are not installed.
- The media database is corrupt.

Resolution

Complete one or both of these tasks to resolve this error:

- Ensure that the latest NetWorker software patches are installed.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

Check the media database on UNIX and Windows

To check the media database on UNIX and Windows systems, use the nsrim -X command.

Recover the media database on UNIX

To recover the media database on UNIX systems:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Rename or delete the media database. By default, the media database is located in the /nsr/mm directory on the server.
3. Restart the NetWorker daemons by using the startup script.
4. Recover the media database by using the mmrecov command.

Recover the media database on Windows

To recover the media database on Windows systems:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename or delete the media database. By default, the media database is located in the %SystemDrive%\Program Files\Legato\nsr\mm directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.
4. Recover the media database by using the mmrecov command.

Check the media database on NetWare

To check the media database on NetWare systems:

1. Select Indexes:

   ```
   F3-Operation=>Indexes
   ```

2. Select Cross-check Index:

   ```
   F8-Options=>Cross-check Index
   ```

Recover the media database on NetWare

To recover the media database on NetWare systems, use the NETUTIL utility.

Writing to volume ‹vol› complete. (9132)

Type

Informational

Source

nsrmmd

Description

The specified volume is no longer needed for the current backup, archive, or clone process.

Once this message appears, the volume is unmounted from the drive for one or more of these reasons:

- The volume does not belong to the required pool.
- The volume is full.
- The volume is about to expire.

Resolution

No action required.

CHAPTER 24

Messages: X

This section contains these message descriptions:

- XCHK delete saveset rec: ‹decimal›. (9872) 390
- XCHK ssid: ‹save_set_id› host: ‹host› name: ‹save_set› no volumes, flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›. (9875) 390
- XCHK ssid: ‹save_set_id› host: ‹host› name: ‹save_set› orphaned continuation missing parent ssid: ‹save_set_id›. (9877) 391
- XCHK volid: ‹vol_id› name: ‹save_set› (‹decimal› to ‹decimal›) savesets flags: ‹hex› kb: ‹string› ctime: ‹date_time› atime: ‹last_access›. (32295) 391
- XSUM checksum error, ssid: ‹save_set_id› host: ‹host› name: ‹save_set› flags: ‹hex› size: ‹string› files: ‹string› tm: ‹string› ‹string› ‹long_unsigned›. (40025) 392
- XSUM checksum error, volid: ‹vol_id› name: ‹vol› flags: ‹hex› files: ‹string› kb: ‹string› ‹long_unsigned› tm: ‹string› ‹string› ‹string›. (40027) 392
- XSUM failed closing client scan. (9830) 393
- XSUM failed closing saveset scan. (9828) 393
- XSUM failed closing volume scan. (9826) 394
- XSUM removing client ID: ‹long_unsigned›. 394
- XSUM removing ssid: ‹save_set_id› flags: ‹hex› size: ‹string› files: ‹string›. 395
- XSUM removing ssid: ‹save_set_id› host: ‹host› name: ‹save_set› flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›. 395
- XSUM removing volid: ‹vol_id› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› at: ‹string›. 396
- XSUM removing volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› at: ‹string›. 396

XCHK delete saveset rec: ‹decimal›. (9872)

Type

Informational

Source

nsrmmdbd

Description

This message indicates a failure to read a complete save set record while performing cross-checks on save sets.

This cross-check process runs at startup if the media database was improperly shut down or when the nsrim -m command is invoked.

The partial save set record is removed from the database.

Resolution

No action required.

XCHK ssid: ‹save_set_id› host: ‹host› name: ‹save_set› no volumes, flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›. (9875)

Type

Informational

Source

nsrmmdbd

Description

This message indicates a save set was aborted before a fragment could be written to media or updated into the volume record. The save set is not referenced on the volume.

This message appears while searching for empty save set records. This cross-check process runs at startup if the media database was improperly shut down or when the nsrim -m command is invoked. In this case, the empty save set records are removed from the database.

Resolution

No action required.

XCHK ssid: ‹save_set_id› host: ‹host› name: ‹save_set› orphaned continuation missing parent ssid: ‹save_set_id›. (9877)

Type

Informational

Source

nsrmmdbd

Description

This message indicates the media database was stopped while the nsrim command was removing save sets that exceeded their retention policy. This message also appears while updating the media database to NetWorker software release *7.x*.

This message appears while searching for continuation save set records that reference nonexistent prior save set records. This cross-check process runs at startup if the media database was improperly shut down or when the nsrim -m command is invoked.

These save set records are removed from the volume record.

Resolution

No action required.

XCHK volid: ‹vol_id› name: ‹save_set› (‹decimal› to ‹decimal›) savesets flags: ‹hex› kb: ‹string› ctime: ‹date_time› atime: ‹last_access›. (32295)

Type

Informational

Source

nsrmmdbd

Description

This message indicates the media database was shut down while the nsrim command was removing save sets exceeding their retention policy. This message can also occur when the media database is updated to NetWorker software release *7.x*.

This message is logged while searching for volume records that reference save sets that are no longer in the media database. This cross-check process is run during the nsrim process with the -m option, or on startup if the media database was improperly shut down.

The nonexistent save set records are removed from the volume record.

Resolution

No action required.

XSUM checksum error, ssid: ‹save_set_id› host: ‹host› name: ‹save_set› flags: ‹hex› size: ‹string› files: ‹string› tm: ‹string› ‹string› ‹long_unsigned›. (40025)

Type

Fatal Error

Source

nsrmmdbd

Description

This message indicates an internal bug or a failure in the journal code in protecting the data integrity.

Whenever a save set record is read, the stored checksum (32-bit CRC) is compared against the calculated checksum. This message indicates that the record checksum values did not match.

These records are suspect and are not returned to the requesting client application. It appears to the client application that the record does not exist. Every time the record matches a query and is read, this message is displayed.

Resolution

There should be enough information in the error message to delete the save set using NetWorker Console or nsrmm. Alternatively, all invalid records can be removed by running nsrim with the -m option. These records are automatically removed at startup if the media database was improperly shut down.

Go to https://support.emc.com/ for technical assistance.

XSUM checksum error, volid: ‹vol_id› name: ‹vol› flags: ‹hex› files: ‹string› kb: ‹string› ‹long_unsigned› tm: ‹string› ‹string› ‹string›. (40027)

Type

Fatal Error

Source

nsrmmdbd

Description

This message indicates one of these:

- A failure in the journal code to protect the integrity of the data.

- The existence of an internal bug.

Whenever a volume record is read, the stored checksum (32-bit CRC) is compared against the calculated checksum. This message indicates the record is corrupted.

These records are suspect and are not returned to the requesting client application. It appears to the client application that the record does not exist. Every time the record matches a query and is read, the message will be logged again.

Resolution

There should be enough information in the error message to delete the volume using NetWorker Console or nsrmm. All invalid records can be removed by running nsrim with the -m option. These records are automatically removed at startup if the media database was improperly shutdown.

Go to https://support.emc.com/ for technical assistance.

XSUM failed closing client scan. (9830)

Type

Fatal Error

Source

nsrmmdbd

Description

This message is logged while searching for records with invalid checksum values either during a manually invoked nsrim -m, or on startup, when the media database was improperly shutdown. In this case, there was an error closing the query of all the client ID maps.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM failed closing saveset scan. (9828)

Type

Fatal Error

Source

nsrmmdbd

Description

This message is logged while searching for records with invalid checksum values. It occurs on startup if the media database was shut down improperly or when nsrim -m is manually invoked. The message indicates an error occurred in closing the query of all save sets.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM failed closing volume scan. (9826)

Type

Fatal Error

Source

nsrmmdbd

Description

This message appears when NetWorker software is searching for records with invalid checksum values. The error occurs on startup, if the media database was shut down improperly, or when nsrim -m is manually invoked.

In this case, there was an error while closing the query of all the client ID maps.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM removing client ID: ‹long_unsigned›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of these:

- A failure exists in the journal code to protect the integrity of the data.
- An internal bug exists.

This message appears when NetWorker software is searching for records with invalid checksum values. The error condition occurs on startup if the media database was shut down improperly or when nsrim -m is manually invoked. Since the complete record cannot be read, the client ID map record is discarded.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM removing ssid: ‹save_set_id› flags: ‹hex› size: ‹string› files: ‹string›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of these:

- A failure exists in the journal code to protect the integrity of the data.
- An internal bug exists.

This message is logged while searching for records with invalid checksum values. It occurs on startup, if the media database was shut down improperly, or when nsrim -m is manually invoked. The complete record cannot be read and the save set record is discarded.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM removing ssid: ‹save_set_id› host: ‹host› name: ‹save_set› flags: ‹hex› size: ‹string› files: ‹string› ctime: ‹date_time›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can indicate the existence of an internal bug or a failure in the journal code to protect the data integrity.

This message is logged during one of these situations:

- While verifying record checksum after nsrim is manually invoked.
- During startup, if the media database was improperly shut down.

The message indicates the checksum values did not match, and the invalid save set is removed.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM removing volid: ‹vol_id› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› at: ‹string›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of these:

- A failure exists in the journal code to protect the integrity of the data.
- An internal bug exists.

This message is logged on start up while searching the records with invalid checksum values. The error condition occurs on startup if the media database was shut down improperly or when nsrim -m is manually invoked.

The complete record could not be read, so it was discarded.

Resolution

Go to https://support.emc.com/ for technical assistance.

XSUM removing volid: ‹vol_id› name: ‹vol› flags: ‹hex› kb: ‹string› files: ‹long_unsigned› at: ‹string›.

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of these:

- A failure exists in the journal code to protect the integrity of the data.
- An internal bug exists.

This message is logged on startup while searching for records with invalid checksum values. The error condition occurs if the media database was improperly shut down, or when nsrim -m is manually invoked.

This message indicates that the checksum values did not match and will be removed.

Resolution

Go to https://support.emc.com/ for technical assistance.

CHAPTER 25

Messages: Y

This section contains these message descriptions:

- You do not have privileges to use NetWorker Management Console..... 400

You do not have privileges to use NetWorker Management Console

Type

Fatal

Source

gstd

Description

Appears when a valid LDAP or AD account tries to log into the Console server but the account does not exist on the Console server or is not assigned a Console role.

Resolution

Create the LDAP or AD account manually and try to log in again. Refer to the Console Server Management chapter in the *NetWorker Administration Guide* for details.

CHAPTER 26

Messages: Variable

This section contains these message descriptions:

- ‹attribute› attribute for jukebox '‹jukebox›' is undefined (31986). 402
- ‹client›: ‹file_path› will retry ‹int› more time(s). (7339) 403
- ‹int›client›: not yet done saving to pool '‹pool›' (‹vol›). 403
- ‹client›: ‹save_set›: No save sets with this name were found in the media database; performing a full backup. (33951) 404
- ‹dir_path›: unable to encrypt directory - No such file or directory (32217) 404
- ‹error_string›: missing file ‹file›; deleting from database header. (32914) 405
- ‹function_name› not loaded. (15232, 15235, 15236) 406
- ‹save_group› completed, ‹int› client(s) (‹client,....› failed). 406
- ‹save_set_id› is not a valid save set. (5842) 406
- ‹save_set› is a legacy SYSTEM save set name and is invalid as a VSS SYSTEM save set name. VSS is currently enabled, so a VSS SYSTEM save set name must be used. (7279) 407
- ‹save_set› is a VSS SYSTEM save set name and is invalid for use with this save operation; VSS is either disabled or a VSS license was not obtained. (7278) 408
- ‹save_set› of 2 save set(s) reading from ‹vol› ‹int› KB of ‹int› KB. (38728) 408
- ‹stl_function_name›: ‹error› stl_errstr: ‹silo_specific_error_message›. (15264) 409
- ‹stl_function_name›: ‹error›, stl_errstr: ‹silo_error_message›, stl_errno: ‹int›. (15266) 409
- ‹stl_function_name›: Invalid STL error number: ‹int›. (15267) 410
- ‹stl_function_name›: stl_errstr: ‹silo_error_message›, stl_errno: ‹int›. (15266) ... 410
- ‹string› appears not to be a database. (32901) 410
- ‹string› is an invalid location. Please select another location. (17432) 411
- ‹vol› was being written before crash. (8981) 411

‹attribute› attribute for jukebox '‹jukebox›' is undefined (31986).

Type

Notification

Source

nsrjb

Description

One of the attributes in the Jukebox resource does not have a specified value. This message might appear because:

- The enabler code for the autochanger (jukebox) has not been entered.
- The autochanger has not been configured on the backup server.
- The Jukebox resource file nsrjb.res is corrupt.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify that the autochanger is properly enabled in the Registration window.
- If the autochanger was not configured, run the jbconfig command to configure it.
- Verify that the autochanger is properly configured. There should be a value specified for each attribute in the Jukebox resource. The Jukebox resource settings can be verified from the:
  - Libraries window of NetWorker Console.
  - Autochanger Operations dialog box of the Administration window.
- Reconfigure the Jukebox resource.

How to reconfigure a Jukebox resource on UNIX

To reconfigure a UNIX Jukebox resource:

1. Shut down the NetWorker daemons by using the nsr_shutdown -a command.
2. Remove the Jukebox resource by using nsradmin.
3. Restart the NetWorker daemons by using the startup script.
4. Configure the Jukebox resource by using the jbconfig command.
5. If necessary, delete and reenter the Autochanger Module's enabler and authorization codes.

How to reconfigure a Jukebox resource on Windows

To reconfigure a Windows Jukebox resource:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Stop.
2. Rename the Jukebox resource file nsrjb.res to nsrjb.res.old. By default, this file is located in the %SystemDrive%\Program Files\Legato\nsr\res directory.
3. Restart the NetWorker server services by selecting NetWorker Backup and Recover Server from the Services control panel, then click Start.

4. Configure the Jukebox resource by using the jbconfig command.
5. If necessary, delete and reenter the Autochanger Module's enabler and authorization codes.

‹client›: ‹file_path› will retry ‹int› more time(s). (7339)

Type

Informational

Source

savegrp

Description

This message might appear because of one of these reasons:

- The backup of the specified client's file failed.
- The savegrp program was unable to perform a query on the specified client to determine which files changed since the previous backup.

If the backup of the specified file failed, savegrp attempts to back up the file ‹int› more times.

If savegrp was unable to perform a query on the specified client, savegrp attempts to query the file on the specified client *‹int›* more times.

The initial value of *‹int›* is the value specified for the Client Retries attribute in the associated client's Group resource. The value of *‹int›* decreases by one each time the backup operation is attempted during this session.

The client retry mechanism manages situations when client operations might fail. These situations might occur when the rate of transmission is either low or nonexistent. With a retry mechanism, a previously failed operation might be more successful. For example, a retry mechanism might succeed when the client is in a reboot cycle.

Resolution

Complete one or both of these tasks to resolve this error:

- Verify network connectivity.
- Ensure that the client is up and running.

‹int›client›: not yet done saving to pool '‹pool›' (‹vol›).

Type

Informational

Source

nsrd, save

Description

The data to be backed up was deposited into a buffer until the appropriate time for it to be written to a volume.

During any backup, archive, or clone session, the server monitors the status of each session asynchronously. When the backup, archive, or clone session has completed but the data still needs to be written to a volume, the server displays this status message.

Resolution

No action required.

‹client›: ‹save_set›: No save sets with this name were found in the media database; performing a full backup. (33951)

Type

Informational

Source

savegrp

Description

The savegrp program is performing a full backup of the specified save sets instead of the backup level specified in the associated client's schedule.

This message indicates that the specified save sets have not been previously backed up. If the save set was backed up, it would have appeared in the NetWorker media database. Before an incremental or level backup can be performed on a save set, it must first be backed up in its entirety.

If the save set was previously backed up, this message might appear because:

- The clocks on the client and server are not synchronized.
- The savegrp session begins before midnight and ends after midnight.
- The NetWorker client software is backing up a NetWare BINDERY. In this case, the specified client schedule is ignored and a full backup of the specified save sets is performed.

Resolution

No action required.

‹dir_path›: unable to encrypt directory - No such file or directory (32217)

Type

Informational

Source

recover

Description

NetWorker software successfully recovered the directory and its files. However, the directory was open at the time of the recovery operation, which prevented NetWorker software from recovering its "encrypted" status. The recovered directory is unencrypted.

Resolution

To return the recovered directory to its previous encrypted state, manually encrypt it.

‹error_string›: missing file ‹file›; deleting from database header. (32914)

Type

Warning or Fatal Error

Source

nsrmmdbd

Description

If the media database was shut down improperly, this message may appear at startup when maintenance is performed on the media database. The first occurrence of the message is a warning.

When NetWorker software scavenges the media database and cleans up the files in the directory, it then rebuilds the media database from the segment files and generates the internal indexing files.

This error message should not appear after the media database is scavenged and a new attempt is made to remount the newly generated media database.

Because the scavenge process generates a consistent map of the media database, it is highly unlikely the error message will be repeated. It also is unlikely that this message will occur after a maintenance command is run on the media database, because the maintenance commands rebuild the mapping as well.

A fatal error occurs if any of these files appear in the error message:

- clients.*
- saveset.*
- vol.*

Resolution

If this message appears more than once, go to https://support.emc.com/ for technical assistance.

‹function_name› not loaded. (15232, 15235, 15236)

Type

Noncritical Error

Source

nsrlcpd

Description

The specified function was not loaded during nsrlcpd process initialization. In order for the nsrlcpd process to support multiple silo vendor interfaces, silo operations are performed using function vectors.

Resolution

Perform these steps to resolve the error:

1. Verify that there are no initialization errors present in the *daemon log* file.
2. Verify that the STL interface library is set correctly and that the specified interface library file is present.

‹save_group› completed, ‹int› client(s) (‹client,....› failed).

Type

Notification

Source

savegrp

Description

This message appears after the specified group's backup completes. This message specifies:

- The name of the group that backed up.
- The number of clients in the group.
- The names of each client whose backup failed.

Resolution

Complete one or both of these tasks to resolve this error:

- Look through the *daemon log* file to determine the cause of each failed backup, correct the cause, then retry the operation.
- In the Group resource, increase the value assigned to the Client Retries and Inactivity Timeout attributes, then retry the operation.

‹save_set_id› is not a valid save set. (5842)

Type

Notification

Source

nsrclone, nsrmmd

Description

The specified save set ID or clone ID is invalid. A save set can be specified in one of two formats:

- A save set ID is specified as unsigned numbers.
- A clone ID is specified as two unsigned numbers separated by a slash (/).

Resolution

Verify the format of the specified save set ID or clone ID and retry the operation.

‹save_set› is a legacy SYSTEM save set name and is invalid as a VSS SYSTEM save set name. VSS is currently enabled, so a VSS SYSTEM save set name must be used. (7279)

Type

Notification

Source

savegrp

Description

VSS is currently enabled, but you indicated a legacy SYSTEM save set for backup. Legacy SYSTEM save sets are invalid for use with VSS—you must indicate only VSS SYSTEM save sets.

Resolution

Complete one or more of these tasks to resolve this error:

- Verify the client operating system. If the operating system was upgraded to one that supports VSS, NetWorker software attempts to take a snapshot unless VSS is disabled. In this case, NetWorker software is expecting you to indicate only VSS SYSTEM save sets.
- Check the Save Operations attribute. If the attribute is blank, this indicates that VSS is enabled. To disable VSS, enter:

  ```
  VSS:*=off
  ```

- If the legacy SYSTEM save set was indicated by mistake, indicate a valid VSS SYSTEM save set.

‹save_set› is a VSS SYSTEM save set name and is invalid for use with this save operation; VSS is either disabled or a VSS license was not obtained. (7278)

Type

Notification

Source

savegrp

Description

NetWorker software could not back up the VSS SYSTEM save set. Possible reasons include:

- NetWorker software was unable to obtain a VSS client license.
- VSS is currently disabled.
- The client operating system does not support VSS.

Resolution

Complete one or more of these tasks to resolve this error:

- Confirm that an adequate number of VSS client licenses are present.
- If VSS is licensed, ensure that the Save Operations attribute is blank, which indicates that VSS is enabled.
- Confirm that the client operating system supports VSS.
- If the VSS SYSTEM save set was indicated by mistake, indicate a valid legacy SYSTEM save set.

‹save_set› of 2 save set(s) reading from ‹vol› ‹int› KB of ‹int› KB. (38728)

Type

Informational

Source

savegrp

Description

This message appears during a save set consolidation session. The variables are defined as:

- ‹save_set›: The save set being consolidated.
- ‹vol›: The location of the save set ‹save_set›.
- ‹int›: The amount of consolidated data in kilobytes (from save set ‹save_set›).
- ‹int›: The total amount of data in kilobytes (from save set ‹save_set›) to consolidate.

For large save sets, many of these messages appear during the save set consolidation session.

Resolution

No action required.

‹stl_function_name›: ‹error› stl_errstr: ‹silo_specific_ error_message›. (15264)

Type

Noncritical Error

Source

nsrlcpd

Description

An operation attempted against a NetWorker silo library failed. The STL function name should give an indication of the operation attempted.

Variable *‹error›* may contain additional error information added by the nsrlcpd process. Variable *‹silo_specific_error›* represents the error string returned from the silo-level code.

Resolution

No action required. The attempted operation failed.

‹stl_function_name›: ‹error›, stl_errstr: ‹silo_error_message›, stl_errno: ‹int›. (15266)

Type

Noncritical Error

Source

nsrlcpd

Description

An operation attempted against a NetWorker silo library failed. Variable *‹stl_function_name›* should give an indication of the operation attempted. Other variables are defined as:

- *‹error›*: May contain additional error information added by the nsrlcpd process.
- *‹silo_error_message›*: Error string returned from the silo-level code.
- *‹int›*: Error number from the silo-level code.

Resolution

No action required. The attempted operation failed.

‹stl_function_name›: Invalid STL error number: ‹int›. (15267)

Type

Noncritical Error

Source

nsrlcpd

Description

An operation attempted against a NetWorker silo library failed. Variable *‹stl_function_name›* should give an indication of the attempted operation. The error number returned does not correlate to any error number known to the nsrlcpd process. It is from the silo-level code.

Resolution

No action required. The attempted operation failed.

‹stl_function_name›: stl_errstr: ‹silo_error_message›, stl_errno: ‹int›. (15266)

Type

Noncritical Error

Source

nsrlcpd

Description

An operation attempted against a NetWorker silo library failed. Variable *‹stl_function_name›* should give an indication of the operation attempted. Other variables are defined as follows:

- *‹silo_error_message›*: Error string returned from the silo-level code.
- *‹int›*: Error number from the silo-level code.

Resolution

No action required. The attempted operation failed.

‹string› appears not to be a database. (32901)

Type

Fatal Error

Source

nsrmmdbd

Description

This message appears when the media database is scavenging the database. The database volume header is removed to be reconstructed. This error is logged if the volume header exists, but cannot be removed.

Resolution

If the error messages display the valid path to the media database (for example on UNIX platforms, /nsr/mm/mnvolume6), then make a copy of the media database and go to https://support.emc.com/ for technical assistance. Then manually remove the VolHdr file and restart the NetWorker program.

‹string› is an invalid location. Please select another location. (17432)

Type

Notification

Source

client GUI

Description

That location cannot be used to store the Automated System Recovery (ASR) files.

Resolution

Select another location in which to store the ASR files.

‹vol› was being written before crash. (8981)

Type

Informational

Source

nsrd, nsrmmd

Description

The backup server crashed during the previous backup session so the backup session did not complete properly. The data on the volume is being verified for valid end of file (EOF) and end of transfer (EOT) markers.

If the markers are not valid, the volume is marked full, preventing it from being used during future backup sessions. If the markers are valid, the volume can be used for future backup sessions.

Resolution

No action required.