



Keeping the World's Business-Critical Information Available

Legato NetWorker[®]

Error Message Guide

Release 7.0

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Preface

The *Legato NetWorker Error Message Guide* describes messages and troubleshooting procedures for problems that you might encounter while using Legato® backup products such as Legato NetWorker® software.

Audience


The information in this guide is intended for system administrators who are responsible for installing software and maintaining the servers and clients on a network. Operators who monitor the daily backups may also find this manual useful.

Product Documentation

Legato offers an extensive archive of product documentation at its web site www.legato.com. Most of the documents are in Adobe® Acrobat® Portable Document Format (PDF), and can be viewed by downloading and installing the Adobe Acrobat Reader. The Reader is available in the `/viewers/acroread` directory on the Legato Documentation Suite CD-ROM, or directly from Adobe at www.adobe.com. To install and use the Reader on the platform of your choice, refer to the instructions in the CD-ROM's `/viewers/acroread/readme.txt` file or at the Adobe web site.

Conventions

This document uses the following typographic conventions and symbols to make information easier to access and understand.

Convention	Indicates	Example
boldface	Names of DOS or UNIX [®] line commands, daemons, options, programs, or scripts	The nsradmin command starts the command line version of the administration program.
<i>italic in text</i>	Pathnames, filenames, computer names, new terms defined in the Glossary or within the chapter, or emphasized words	Displayed messages are also written to <i>/nsr/logs/daemon.log</i> .
<i>italic in command line</i>	A variable that you need to provide in the command line	nsradmin -s server-name
fixed-width	Examples and information displayed on the screen	media waiting: recover waiting for 8mm 5GB tape volume name
fixed-width, boldface	Commands and options that you must type exactly as shown	nsr_shutdown -a
Menu_Name> Command>	A path or an order to follow for making selections in the GUI	Volume>Change Mode>Appendable
Important:	Information that you must read and follow to ensure successful backup and recovery of your data	 <hr/> Important: You must install the NetWorker Module software in the same directory where you installed the NetWorker client binaries.

Information and Services

Legato offers a variety of methods, including electronic, telephone, and fax support, for you to obtain company, product, and technical information.

General Information

The Legato web site provides most of the information that you need. If you want technical bulletins and binary patches, you can also access the Legato FTP site. If you have specific sales or training needs, e-mail or call Legato.

Legato Service or Resource	Technical Bulletins	Binary Patches	Company & Product Information	Training Programs
<i>www.legato.com</i>	Yes	Yes	Yes	Yes
<i>ftp.legato.com</i> (log in as <i>anonymous</i>)	Yes	Yes		
Legato Sales (650) 210-7000 (option 1) <i>sales@legato.com</i>			Yes	
Legato Education Services (650) 842-9357 <i>training@legato.com</i>				Yes

Technical Support

The Support section of the Legato web site provides contact information, software patches, technical documentation, and information about available support programs.

- If you have an active support agreement, you may access TechDialog, the Legato integrated product knowledge base. You may also contact Legato Technical Support for help with Legato software issues.
- If you do not have an active support agreement, contact LegatoCare to purchase annual Software Update Subscriptions, Legato Technical Support services, or per-update/per-incident support.

Licensing and Registration

To license and register your Legato products, go to the Legato licensing web site. To change contact information, transfer licenses, or ask questions about licensing, contact Legato using one of the following methods.

Licensing and Registration	Contact
Legato licensing web site	http://license.legato.com
Telephone number	(650) 812-6000 (option 3, option 3) ^a +31 23 554 8881 ^b
Fax number	(650) 745-1477 ^a +31 23 554 8808 ^b
E-mail	licensing@legato.com ^a licensingemea@legato.com ^b

a. Contact information for Americas, Asia, and Pacific.

b. Contact information for Europe, Middle East, and Africa.

Customer Feedback

Legato welcomes your comments and suggestions about software features, the installation procedure, and documentation. Please send any suggestions and comments to feedback@legato.com. You will receive a notice confirming receipt of your e-mail. Although we cannot respond personally to every request, we consider all your comments and suggestions during product design.

Introduction

The *Error Message Guide* describes messages and troubleshooting procedures for problems that you might encounter while using Legato backup products such as Legato NetWorker software. The messages addressed here appear most frequently when using Legato backup products.

Using This Guide

To locate a particular message within the guide, search for a specific string using the search feature provided with the Adobe Acrobat Reader.



Important: With the Acrobat Reader search function, you can enter part of an error message or the entire error message to locate a specific error message. Do not enter extra spaces to the text, as this impedes the search.

The *Error Message Guide* contains the following information about Legato error messages :

- Text of each message
- Type of message
- Source command or service
- Potential cause of the message
- Possible resolution to the problems identified by the message

Error messages appear in the NetWorker Administrator windows or at the command line. The window lists the messages generated during the last 24 hours. A copy of the messages is kept in the messages directory of the NetWorker software. By default, this directory is located in:

UNIX : `/nsr/logs`

Windows: `%SystemDrive%\Program Files\nsr\logs`

NetWare®: `SYS:\NSR\logs`

Messages appear in the following format:

```
day hh:mm:ss: hostname: service_or_program_name:
notification: message
```

Message Types

Table 1 lists the types of messages used in this guide.

Table 1. Message Types

Type	Description
Informational	A message that provides useful information, but does not require you to do anything
Warning	A message that provides details about a temporary problem that either NetWorker software will attempt to resolve or NetWorker software will prompt you to resolve
Notification	A message that provides details about errors that you are required to resolve
Noncritical Error	A message that provides details about errors that will not interrupt NetWorker services, but should be resolved before they become fatal errors
Fatal Error	A message that provides details about errors that will cause NetWorker services to become disabled or dysfunctional

Exit Codes

The following exit codes appear in some messages:

- **0** indicates that the operation completed successfully.
- **1** indicates that the operation did *not* complete successfully.

Messages: A



A Removable Storage jukebox could not be created.

Type

Notification

Source

jbconfig

Description

The Removable Storage jukebox structures could not be created.

Resolution

Check the Removable Storage configuration and retry the procedure.

A

Add the license with the `-c` option before attempting to authorize it

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.

Another diskette is required

Type

Notification

Source

client GUI

Description

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

Resolution

Insert a new diskette.

A

Any Fatal Media Database Error

Type

Fatal Error

Source

nsrmmdbd

Description

With the new media database journaling, fatal error messages are not expected to occur. There is a potential, through user error, for coding errors and unhandled error conditions to cause data corruption.

The current implementation of the 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 contact Legato Technical Support for assistance in assessing and recovering from the errors.

To enable Technical Support to assist, complete the following steps:

1. Shut down the media database, if it has not already been automatically shut down.
2. Save a copy of the media database directories using such 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.

Restarting the process then starts additional database consistency-checking processes to remove invalid database records. The process restores the consistency by removing 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 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.

Argument list too long

Type

Notification

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 set 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

- 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 using the **nwbackup** program, NetWorker User program, or **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.

If the specified index is located on...	See...
UNIX	“To Check an Index on UNIX and Windows:” on page 29 “To Recover an Index on UNIX:” on page 29
Windows	“To Check an Index on UNIX and Windows:” on page 29 “To Recover an Index on Windows:” on page 30
NetWare	“To Check an Index on NetWare:” on page 30 “To Recover an Index on NetWare:” on page 30

To Check an Index on UNIX and Windows:

- 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.

To Recover an Index on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.
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.

To Recover an Index on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename or delete the specified file. By default, the:
 - Client file index is located in the `%SystemDrive%\nsr\index\client-name` directory on the server.
 - Server file index is located in the `%SystemDrive%\nsr\index\server-name` directory on the server.
 - Media database is located in the `%SystemDrive%\nsr\mm` directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.
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.

To Check an Index on NetWare:

F3-Operation=>Indexes
F8-Cross-check Index

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 that are currently running:
 - F3-Operation=>Group Status
 - F8-Options=>Stop Group Now
4. Exit NetWorker:
 - F2-File
 - Exit

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 that you deleted in Step 2.
7. Examine all client subdirectories for files that do not have an associated extension (except LEGATODB). If there are any files other than LEGATODB that do not have 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 NetWorker from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.

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

A

Attempting to remove more usage than possible (n, n)

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 '%s'\n\tto '%s' failed (%s)\n

Message also appears as:

```
Renamed database '%s'\n\tto '%s'\n\nAttempt to rename database '%s'\n\tto '%s' failed (%s)\n
```

Type

Notification

Source

nsrmmdbd

Description

This message can appear when the media database is being recovered through **mmrecov** or when being 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

Contact Legato Technical Support for information in debugging the problem and for assistance with removing the temporary databases that consume disk space.

Messages: B



Bad or missing record: save set ID <n>, low water mark <n>, current offset <n>

Type

Notification

Source

nsrmmd

Description

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

Resolution

1. Make sure that you have applied the latest NetWorker software patches.
2. Run the **scanner** program to determine whether the content on the volume is consistent with the associated index.
3. Contact Legato Technical Support. Provide the save set ID, low water mark, and current offset values.

Bad XBSA call sequence

Type

Fatal Error

Description

There is an internal error in the application.

Resolution

- Install the latest NetWorker server patch.
- Contact Legato Technical Support.

B

Box_display: Deposit volume for slot '<slot>' for drive '<drive>' (core dumped)

Type

Informational

Source

nsrjb

Description

The **nsrjb** program is executing a deposit operation from an I/E port to the specified slot.

Resolution

No action required.

B

Broken pipe

Type

Informational

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.

B

Resolution

Check the process at the end of the pipe to see why it exited.

Messages: C



Cannot access the %c: drive

Type

Notification

Source

client GUI

Description

The NetWorker software cannot access the drive.

Resolution

1. Check the hardware settings.
2. Close any applications that may be using the drive.

C

Cannot add authorization codes to evaluation licenses

Type

Notification

Source

nsrd

Description

You might be attempting to authorize an evaluation license. You cannot authorize an evaluation license.

Resolution

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

C

Cannot alter expiration date on a nonexistent license

Type

Notification

Source

nsrd

Description

You attempted to authorize a license that does not exist in the License Manager's database.

Resolution

Check to ensure that you have specified a valid enabler code for the **-u** option at the **lgtolic** command line.

C

Cannot alter expiration date on a license in a grace period

Type

Notification

Source

nsrd

Description

The grace period for this enabler code has expired.

Resolution

To extend the expiration date further, you must obtain an authorization code and enter it with the **lgtolic -u *enabler-code* -a *authorization-code*** command.

C

Cannot connect to NSR service on <server>

Complete message appears as:

```
cannot connect to NSR service on <server> jconfig RPC
error: Program not registered
```

Type:

Notification

Source:

remote call procedure (RPC)

Description:

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

This message indicates that after the **jconfig** program was installed, the NetWorker server did not have enough time to start and register the RPC numbers provided by the **nsrd** program.

Resolution:

Complete the following step to address this error:

Exit the program using [Ctl] + [c].

Note: Because the registration of the NetWorker software is CPU dependent, there is no exact time for running the **jconfig** program again. Our testing has indicated that two minutes should be sufficient time for NetWorker software to register.

C

Cannot delete %s: %s\n

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 file name and error string appear as a notification.

C

Resolution

Manually remove the logged file.

Cannot fetch saveset after %s record %d\n

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear during media database compression. A save set record that could not be read was encountered and it will be skipped or removed from the database.

C

Resolution

None

Cannot fetch volume after %s record %d\n

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear during media database compression. A volume record that could not be read was encountered and it will be skipped or removed from the database.

C

Resolution

None

Cannot find proc address in ntmsapi.dll

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.

C

Resolution

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

Cannot format database %s\n

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears at media database startup. This message indicates 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 reinitialize the header.

C

Resolution

Contact Legato Technical Support.

Cannot increment the usage for this particular license type

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.

C

Cannot load license resource

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 a Legato product or feature.
- The License resource is corrupted.

Resolution

- Verify that the enabler code entered is correct, 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.

To Recover the nsr.res File on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.
4. Recover the *nsr.res* file using either the **recover** command or the **nwrecover** program.

To Recover the nsr.res File on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
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, and click the Start button.
4. Recover the *nsr.res* file using either the **recover** command or the NetWorker User program.

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 NetWorker:
F2-File
Exit
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 NetWorker from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.
5. Use the NetWorker recover program to recover the NetWorker resources.

C

Cannot locate the license binding for appliance <appliance>

Type

Notification

Source

nsrd

Description

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

C

Resolution

Contact Legato Technical Support.

Cannot load ntmsapi.dll

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.

C

Resolution

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

Cannot mount database %s\n

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.

C

Resolution

Contact Legato Technical Support.

Cannot open <device> for reading. No such file or directory.

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 the following conditions:

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

Resolution

- Verify that you can communicate with the device.
- Verify the device configuration.
- Verify the specified file or directory.

C

Cannot open <device> for writing. Permission denied.

Type

Notification

Source

nsrmmd

Description

The **nsrmmd** process could not write to the specified device. This problem might occur under any of the following 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

- If you are backing up files remotely, make sure that the Remote Access attribute in the associated Client resource is set.
- Verify that the NetWorker software can communicate with the device.
- Verify the device configuration.

C

Cannot read checksum valid:%s name:%s flags:0x%08lx kb:%s files:%lu at:%s\n

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 database earlier than NetWorker 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 the NetWorker software to NetWorker release 7.0 is done when the record is updated.

All records are automatically converted during compression performed every 23 days by the **nsrim** process or when an improper shutdown is detected.

The NetWorker release 7.0 records without checksums are considered suspect and are not sent back 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 error message is logged again.

Resolution

There should be enough information in the error message to delete the volume through the NetWorker Administrator program (**nwadmin**) or **nsrmm**.

Alternatively, all invalid records can be removed by running **nsrim** with the **-m** option. These records are automatically removed during the compression phase and on startup if the media database was improperly shut down.

C

Cannot read record <record_number> of file <file_number> on <record_number> <file_name> <volume>

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.

C

Resolution

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

Cannot release usage for non-existent license

Type

Informational

Source

nsrd

Description

A license was deleted from a server that was not in use by any appliance.

Resolution

No action required.

C

Cannot release usage for license not in use

Type

Informational

Source

nsrd

Description

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

Resolution

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

C

Cannot release <n> usage counts

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.

C

Cannot scavenge record file %s within database %s\n

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 is reconstructing 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

Contact Legato Technical Support .

C

Cannot scavenge %s (%s) - recover from backup media\n

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.

C

Resolution

Restore the database and contact Legato Technical Support.

Cannot unmount database %s\n

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears on startup if the media database was shutdown 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.

C

Resolution

Contact Legato Technical Support.

Cannot update clientid:%s name:%s\n

Type

Fatal Error

Source

nsrmmdbd

Description

This error message appears when you attempt to update a client ID map, 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 which is new in NetWorker release 7.0.

Resolution

1. Shut down the media database.
2. Check the partition where the media database resides for more available space.
3. Report the bug to Legato Technical Support.

C

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.

C

Resolution

Report the bug to Legato Technical Support.

Cannot update ssid:%s host:%s name:%s fixed record

Alternate Messages:

cannot update ssid:%s host:%s name:%s variable record

cannot update ssid:%s host:%s name:%s checksum record

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 which is new in NetWorker, release 7.0.

Resolution

1. Shut down the media database.
2. Check the partition where media database resides for available free space.
3. Report the bug to Legato Technical Support

Cannot update valid:%s name:%s record

Type

Fatal Error

Source

nsrmmdbd

Description

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

C

Resolution

Report the bug to Legato Technical Support.

Cannot update valid:%s name:%s fixed record

Alternate Messages

cannot update valid:%s name:%s variable record

cannot update valid:%s name:%s checksum

Type

Fatal Error

Source

nsrmmdbd

Description

This error occurs when attempting to update a volume but the record cannot be updated, and 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 which is new in NetWorker software, release 7.0.

Resolution

1. Shut down the media database.
2. Check the partition where the media database resides for available free space.
3. Report the bug to Legato Technical Support.

Cannot query client id map database

Type

Fatal Error

Source

`nsrmmdbd`

Description

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

C

Resolution

Report the bug to Legato Technical Support.

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

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

- Restart the **nsrd** service.
- Reboot the server.

C

Changing volume %s to appendable

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

None required.

C

Chunk to nsrmmd failed, Software caused connection abort

Type

Fatal Error

Source

ansrd, save, savegrp

Description

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

Resolution

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

To Shut Down and Restart the NetWorker Services on UNIX:

1. Shut down the NetWorker daemons using the **nsr_shutdown -a** command.
2. Restart the NetWorker daemons using the **nsrd** command.

To Shut Down and Restart the NetWorker Services on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.

To Shut Down and Restart the NetWorker Services on NetWare:

1. Stop any groups that are currently running:
F3-Operation=>Group Status
F8-Options=>Stop Group Now

C

2. Exit NetWorker:
 - F2-File
 - Exit
 - Answer Yes to Unload all NLMs.
3. Start NetWorker software from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.

C

Clientid map error ssid:%s flags:0x%08lx size:%s files:%s\n

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.

C

Resolution

No action required.

Cloning not supported; upgrade required

Type

Notification

Source

nsrclone

Description

You are attempting to clone data and the cloning option is not available with this release of the backup software.

Resolution

Upgrade the backup software to a release that supports cloning.

C

Cloning requires at least 2 devices

Type

Notification

Source

`nsrclone`

Description

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

Resolution

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

C

Cluster support: Saved move command file found for /dev/mc<n>.

Complete message appears as:

```
Cluster support: Saved move command file found for
/dev/mc<n>. NetWorker will attempt to recover from the
incomplete operation.
```

Type

Informational

Source

nsrjb

Description

The move command file, created by the previous operation performed on the autochanger (jukebox), was not deleted.

Before an operation is performed on an autochanger, a temporary file (move command file) is written to the NetWorker directory. By default, the NetWorker directory is located in the following directory:

UNIX: */nsr/tmp*

WindowsNT: *%SystemDrive%\Program Files\nsr\tmp*

NetWare: *%SYS:\NSR\TMP*

If this operation completes successfully, this file is deleted.

Before this file is created, the **nsrjb** program performs a check to see whether the file created by the previous operation was deleted. If this file was not deleted, this indicates that the previous operation performed on the jukebox did not complete due to a failure in one of the clustered systems.

Before the next operation is performed, a recovery attempt is made. This recovery operation attempts to undo any conflicts caused by the incomplete operation. As the previous operation did not finish, it is assumed that **nsrjb** did not successfully update the Jukebox resource, so the Jukebox resource and physical autochanger are not synchronized. The NetWorker recovery operation resolves the synchronization problem.

C

Resolution

No action required, although you might want to verify the cluster.

C

Consolidation session done saving to pool '<pool>' (<volume>)

Type

Informational

Source

nsrd

Description

The save set consolidation session is complete.

Resolution

No action required.

C

Correcting overlapping fragment for ssid <save_set ID>,

Complete message appears as:

```
Correcting overlapping fragment for ssid <save_set ID>, low
<low_water_mark> got valid <volume_ID_received>, ffn
<first_file_number>, frn <first_record_number> had valid
<volume_ID>, ffn <first_file_number>, frn
<first_record_number>
```

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's backup is continued 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 that:

- The data already scanned in is being retained.
and
- The data from the first volume is being "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.

C

Resolution

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.\n

Type

Notification

Source

dvddetect

Description

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

C

Resolution

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 deallocate Removable Storage media (0x%08x)

Type

Notification

Source

nsrjb

Description

The allocated volume cannot be specified. This could indicate an internal error.

Resolution

1. Check to make sure Removable Storage service is started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from NetWorker server.
5. Inventory from NetWorker server
6. Try to deallocate the Removable Storage media (0x%08x).

Note: If this first procedure does not address the problem, do the following:

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running **jbconfig**.
3. Inventory from Removable Storage (MMC snap-in).
4. Reset from NetWorker server.
5. Inventory from NetWorker server.
6. Try to deallocate the Removable Storage media (0x%08x).

C

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 the following steps:

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

C

Could not dismount Removable Storage media (0x%08x)

Type

Notification

Source

nsrjb

Description

Removable storage displays the specified error message when the operator attempts to mount the media.

Resolution

1. Check that Removable Storage service is started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources.
4. Reset from the NetWorker server.
5. Inventory from the NetWorker server.
6. Retry the operation.

Note: If this first procedure does not address the problem, try this second procedure:

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running the **jbconfig** program.
3. Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from the NetWorker server.
5. Inventory from the NetWorker server.
6. Retry the operation.

C

Could not edit the ASR SIF file

Type

Notification

Source

client GUI

Description

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

Resolution

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

C

Could not format the diskette in %c:

Type

Notification

Source

client GUI

Description

The NetWorker software cannot format the disk.

Resolution

Check the diskette and the drive; if necessary, try a new diskette.

C

Could not mount Removable Storage media (0x%08x)

Type

Notification

Source

nsrjb

Description

Removable Storage displays an unspecified error when the operator attempts to mount the media.

Resolution

Complete the following steps:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources.
4. Reset from the NetWorker server.
5. Inventory from the NetWorker server.
6. Try mounting the Removable Storage media (0x%08x).

Note: If this first procedure does not address the problem, do the following.

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running the **jbconfig** program.
3. Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from the NetWorker server.
5. Inventory from the NetWorker server.
6. Try mounting the Removable Storage media (0x%08x).

C

Could not obtain Removable Storage library information

Type:

Notification

Source:

dvdetect

Description:

Information from the Removable Storage service could not be obtained.

Resolution:

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

C

Could not obtain Removable Storage library information for this jukebox

Type

Notification

Source

`jbconfig, nsrjb`

Description

The Removable Storage library cannot be accessed. The library may not be in the system any longer or the Removable Storage configuration may have changed.

C

Resolution

Complete the following steps:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from NetWorker server.
5. Inventory from NetWorker server.
6. Attempt to obtain Removable Storage library information for the jukebox.

Note: If this first procedure does not address the problem, do the following:

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running `jbconfig`.
3. Inventory from Removable Storage (MMC snap-in).
4. Reset from NetWorker server.
5. Inventory from NetWorker server.
6. Attempt to obtain Removable Storage library information for the jukebox.

Could not obtain Removable Storage library information.

Complete message appears as:

```
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:

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

C

Could not obtain Removable Storage media information.

Complete message appears as:

```
Could not obtain Removable Storage media information. The  
jukebox was not added.\n"
```

Type:

Notification

Source:

jbconfig

Description:

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

Resolution:

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

C

Could not obtain Removable Storage changer information

Type:

Notification

Source:

dvdetect

Description:

Information from the Removable Storage service cannot be obtained.

Resolution:

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

C

Could not obtain Removable Storage changer information.

Complete message appears as:

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

Type

Notification

Source

jbconfig

Description

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

Resolution

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

C

Could not obtain Removable Storage drive information

Type

Notification

Source

dvdetect

Description

Information from the Removable Storage service could not be obtained.

Resolution

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

C

Could not obtain Removable Storage library information for this jukebox

Type

Notification

Source

`jbconfig, nsrjb`

Description

The Removable Storage library cannot be accessed. The library may not be in the system any longer or the Removable Storage configuration may have changed.

C

Resolution

Complete the following steps:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from NetWorker server.
5. Inventory from NetWorker server.
6. Attempt to obtain Removable Storage library information for the jukebox.

Note: If this first procedure does not address the problem, do the following:

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running `jbconfig`.
3. Inventory from Removable Storage (MMC) snap-in.
4. Reset from NetWorker server.
5. Inventory from NetWorker server.
6. Attempt to obtain Removable Storage library information for the jukebox.

Could not open the ASR SIF file for editing

Type

Notification

Source

client GUI

Description

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

Resolution

- 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.

C

Could not position <device> to file <file_number>, record <record_number>

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 not accessible.
- The device or the media is damaged, corrupted, or dirty.

Resolution

- 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.
- Verify the configuration of the device.
- Verify that the media is functioning properly.
- Verify that the device is functioning properly.

C

Could not run netsh

Type

Notification

Source

save

Description

The 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.

C

Resolution

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

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

Type

Notification

Source

jbconfig

Description

Internal error setting Removable Storage data.

C

Resolution

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources Inventory from Removable Storage: Microsoft Management Console (MMC) snap-in.
4. Try setting the Removable Storage drive information to add the jukebox.

Could not start a Removable Storage session (0x%08x)

Type

Notification

Source

`jbconfig, nsrjb`

Description

There was an internal error starting the Removable Storage service.

Resolution

Complete the following steps:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
3. Try starting a Removable Storage Session (0x%08x).

C

Could not update Removable Storage label information

Type

Notification

Source

nsrjb

Description

The label operation could not be completed. Removable Storage could not change the partition information and update its label information for this volume.

C

Resolution

Complete the following steps:

1. Check that the Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources inventory from Removable Storage (MMC snap-in).
4. Reset from NetWorker.
5. Inventory from NetWorker.
6. Try to update the Removable Storage label information.

Note: If this first procedure does not address the problem, complete the following the steps:

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running **jbconfig**.
3. Inventory from Removable Storage (MMC snap-in).
4. Reset from NetWorker.
5. Inventory from NetWorker.
6. Try to update the Removable Storage label information.

Could not write the network configuration file

Type

Notification

Source

save

Description

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

Resolution

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. Try writing the network configuration file again.

C

Messages: D



Destination component full

Type

Noncritical Error

Source

nsrjb

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

D

Detected renamed/deleted directory condition for client "<client>" on save set" <save_set>"

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. This limitation only exists on non-UNIX clients.

Resolution

If the save set is from a UNIX client, contact Legato Technical Support.

D

Device <device> deactivated during backup session

Type

Informational

Source

nsrmmmd

Description

While the server was synchronizing its processes, the server deactivated a device that the **nsrmmmd** process was using for backing up data.

Resolution

No action required.

D

Device <device> deactivated during recovery session

Type

Informational

Source

nsrmmmd

Description

The server is synchronizing its processes. The server deactivated a device that the **nsrmmmd** process is currently using for recovering data.

Resolution

No action required.

D

Device '<device>' is busy, Verify label operation in progress

Type

Notification

Source

nsrd

Description

You are attempting to use a device that is currently handling 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

- From the GUI program, do not select a busy device to perform a new operation.
- Make sure that the device is correctly configured.
- Verify the media. If it is a cleaning tape, the automated cleaning process is likely to keep the device busy for several minutes.

D

Duplicate saveset id %s, record %d deleted\n

Type

Noncritical Error

Source

nsrmmdbd

Description

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

This message should only appear when:

- The database is being 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, contact Legato Technical Support.

D

Duplicate name; pick new name or delete old one

Type

Noncritical Error

Source

nsrmmmd

Description

An attempt was made to label a volume, and it failed because:

- The volume label already exists in the media database.
- The volume is corrupted. The 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 with Label attribute in the Jukebox resource is enabled.

Upon checking the media database, the NetWorker software reports that one volume contains a blank barcode. If the NetWorker software cannot read the barcode, it labels the volume with a blank barcode label. If the NetWorker software subsequently tries to label another volume and cannot read the label, it indicates that the blank label is already in use.

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

Resolution

- Label the volume using a different name.
- If this is the only volume with that label, delete the volume from the media database.
- Enable the Has_range attribute in the Jukebox resource.

D

Duplicate volume id %s, record %d deleted\n

Type

Noncritical Error

Source

nsrmmdbd

Description

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

This message should only appear when:

- The database is being 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, contact Legato Technical Support.

D

Messages: E



EEI bus/device reset detected on <device> at opening. Rewinding tape.

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.

E

Enabler code <enabler_code> has not been located

Type

Notification

Source

nsrd

Description

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

Resolution

- Verify that the enabler code entered is correct, using the **nsrccap -c -v -n *enabler_code*** command.
- If you have the correct enabler code:
 - Enter the code into the License Manager database using the **lgtolic** command with the **-c** option.
 - Authorize the enabler code using the **lgtolic** command with the **-u** and **-a** options.

E

Encountered a file whose size is greater than the maximum SSC

Complete message appears as:

```
Encountered a file whose size is greater than the maximum  
SSC save set cut off size of <n> KB
```

Type

Notification

Source

savegrp

Description

The 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.

E

Error: hpux_rjc() parse failed: No such file or directory

Type

Fatal Error

Source

jbconfig

Description

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

UNIX: */nsr/jukebox*

Windows: *%SystemDrive%\Program Files\nsr\jukebox*

NetWare: *SYS:\NSR\JUKEBOX*

Resolution

Install a new *jbcap* file.

To Install *jbcap* on UNIX:

1. Shut down the NetWorker server using the **nsr_shutdown -a** command.
2. Install the *jbcap* file from backup media, installation media, or the *NetWorker* link for the *Hardware Compatibility Guide* on the Legato web site. By default, the *jbcap* file is installed into the */nsr/jukebox* directory.
3. Restart NetWorker software using the **nsrd** command.

To Install *jbcap* on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Install the *jbcap* file from backup media, installation media, or the *NetWorker* link for the *Hardware Compatibility Guide* on the Legato web site. By default, the *jbcap* file is installed into the *%SystemDrive%\Program Files\nsr\jukebox* directory.

E

3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.

To Install jbcap on NetWare:

1. Stop any groups that are currently running:
F3-Operation=>Group Status
F8-Options=>Stop Group Now
Exit NetWorker:
F2-File
Exit
Answer Yes to Unload all NLMs.
2. Install the *jbcap* file from backup media, installation media, or the *NetWorker* link for the *Hardware Compatibility Guide* on the Legato web site. By default, the *jbcap* file is installed into the *SYS:\NSR\jukebox* directory.
3. Start NetWorker software from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.

Expected <n> bytes for '<file_name>', got <n> bytes

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 might have occurred because:

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

Resolution

- If an HSM stub or a sparse file was backed up or recovered, the operation should have been successful.
- Perform a manual backup or recovery of the specified file to ensure that a consistent copy of the file is backed up or recovered.

E

Messages: F



Failed to clone the following save sets

Type

Noncritical Error

Source

nsrclone

Description

The specified save sets could not be cloned. The backup server does not clone a save set in instances where a record within that save set is corrupt or missing.

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 been transferred incorrectly from the system.

Resolution

- Install the latest NetWorker software patches.
- Bypass the immediate transfer technology. To do this:
 1. Create a file named */nsr/debug/noimmediate*.
 2. Enter the command **touch /nsr/debug/noimmediate**.

Failed to copy %s to %s

Type

Notification

Source

client GUI

Description

The NetWorker software failed to copy the specified file to the new location.

Resolution

- Check the diskette.
- Check the hard drive location, verify read/write/change permission in that location. Verify that there is space on the disk.

Failed to create the ASR state files

Type

Notification

Source

save

Description

An error occurred in creating the NetWorker Automated System Recovery (ASR) state files.

Resolution

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. Try creating the NetWorker ASR directory again.

Failed to create the NetWorker ASR directory

Type

Notification

Source

save, recover

Description

Resolution:

1. Check that you have read, write, change permissions on the *%SystemRoot%\repair* directory.
2. Ensure there is space available on the disk.
3. Try creating the NetWorker (Automated System Recovery) ASR directory again.

Failed to load the ASR APIs

Type

Notification

Source

save

Description

The NetWorker software could not load the Automated System Recovery (ASR) 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 Windows versions:

- XP
- .NET

Failed reading %s err:%s\n

Type

Warning or Notification

Whether this is a warning or 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 takes place. 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 corrupted if the media database was stopped while writing the volume header.

Consequently, this message can appear before the scavenge process is performed for the first time.

Resolution

Warning — If this message appears after the scavenge process, the media database reconstruction has failed. Contact Legato Technical Support.

Notification — If this message appears before the scavenge process, the total number of records is not logged. Consequently, no action is required.

Failed recommiting journal file

Type

Informational

Source

nsrmmdbd

Description

The database journal file failed to be 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 %s

Type

Notification

Source

save

Description

The NetWorker software could not save the specified file.

Resolution

Refer to the save log for details regarding the events leading to the error conditions. For further information regarding save errors, refer to the *Legato NetWorker Administrator's Guide*.

Failed to write adv_file label: %s

Type

Notification

Source

NetWorker DiskBackup—advanced file type

Description

The NetWorker software is unable to write the volume label for adv_file device onto a disk. The specific error text that was returned from write() system call that has caused this error is listed as last part of the message after the colon: The possible causes for this error are listed:

- network path does not exist (for Windows Storage Node)
- wrong Remote name and/or Password specified in Devices resource for a Windows Storage Node's network path for NetWorker to connect to the network drive
- NetWorker services on Windows not started with "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.

or

1. Delete the advanced file type device that has the error.
2. Re-create the advanced file type device.
3. Try the label operation again.

Filesystem containing file index for client '<client>' is getting full.

Type

Notification

Source

nsrindexd

Description

The filesystem containing the specified hostname's index is getting full.

Resolution

- Provide additional disk space by adding disk capacity.
- Move the indexes to a filesystem that has more space.
- Reduce the size of the indexes by:
 - Reducing the browse and retention policy periods specified in the associated client resource.
 - or
 - Purging, deleting, and recycling volumes.

For more information on reducing the size of indexes, refer to *Legato Technical Bulletin 001: Managing the NetWorker Index Size, Release 5.0 and Later (UNIX and NT)*.

File index is missing. Please contact your system administrator to recover or recreate the index.

Type

Notification

Source

nsrindexd

Description

The client index is missing. Recover the index or run **nsrck -c** to create the index.

Resolution

- Recover the index using the **recover** command, **nwrecover** program, or NetWorker User program.
- Run the **nsrck -c *client_name*** command to create the index.

Messages: G



Group <group> aborted, savegrp is already running

Type

Informational

Source

savegrp

Description

The **savegrp** process was aborted because another instance of **savegrp** is already running.

Resolution

- To determine which group is currently being backed up, look at the messages displayed in the NetWorker Administrator 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.

To Stop the Conflicting Group from Running:

- Select Stop from the Group control panel of the NetWorker Administrator program.
- OR
- Select Stop Group from the Operations menu of the NetWorker Administrator program.

To Shut Down and Restart the NetWorker Services on UNIX:

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

2. Restart the NetWorker daemons using the **nsrd** command.

To Shut Down and Restart the NetWorker Services on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.

To Shut Down and Restart the NetWorker Services on NetWare:

1. Stop any groups that are currently running:
F3-Operation=>Group Status
F8-Options=>Stop Group Now
2. Exit NetWorker:
F2-File
Exit
Answer Yes to Unload all NLMs.
3. Start NetWorker software from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.

G

Messages: H



High water mark must be greater than Low water mark

Type:

Warning/Error

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.

H

Messages: I



Illegal Request Sense key: [n], ASC: [n], ASCQ: [n]

Type

Notification

Source

nsrjb

Description

The **nsrjb** program was unable to identify the ASC and ASCQ numbers specified by the autochanger.

Autochanger errors are reported in the form of ASC and ASCQ numbers, and are translated to a readable text by **nsrjb**. An internal error list is searched by **nsrjb** for a matching ASC and ASCQ number. If a match cannot be found, the **nsrjb** program displays a message indicating the specified ASC and ASCQ numbers received from the autochanger.

Resolution

Refer to your hardware manual to determine the problems associated with the ASC and ASCQ numbers indicated by **nsrjb**.

Invalid enabler code specified

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:%lu,%lu\n

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 takes place. The number of each type of records 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

- **Fatal Error** — If this message appears after the scavenge process runs, the media database reconstruction has failed. Contact Legato Technical Support.
- **Notification** — If this message appears before the scavenge process, the number of records is not logged. Consequently, no action is required.

Invalid page ident %d expecting %d\n

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 records lost. Contact Legato Technical Support.

Invalid page %d invalid record range %d\n

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. Contact Legato Technical Support.

Invalid page %d last offsets mismatch\n

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. Contact Legato Technical Support.

Invalid page %d slots overlaps data\n

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. Contact Legato Technical Support.

Invalid page %d unaligned offsets\n

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. Contact Legato Technical Support.

Invalid page %d unknown kind %d\n

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 records lost. Contact Legato Technical Support.

Invalid parameters specified within License API [<parameters>]

Type

Notification

Source

nsrd

Description

This is an internal Legato product error.

Resolution

Contact Legato Technical Support.

Invalid version:%lu seal:%lu\n

Type

Fatal Error or Notification

Whether this is a fatal error or 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. 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 corrupted if the media database was stopped while writing the volume header.

Consequently, this message can appear before a scavenge process has been performed for the first time.

Resolution

- Fatal Error — If this message appears *after* the scavenge process, this indicates the media database reconstruction has failed. Contact Legato Technical Support.
- Notification — If this message appears *before* the database scavenge, the number of records is not be logged. Consequently, no action is required.

Messages: J



Journal commit lseek page:%d err:%s\n

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

Report the bug to Legato Technical Support.

A grey square containing the letter 'J' in a bold, black, sans-serif font, positioned on the right side of the page.

Journal commit null logfile\n

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was writing the journal file to the database, but the journal file reference has been destroyed. This error is most likely caused by a bug in the code. As a result, you may lose some data in media database.

Resolution

Report the bug to Legato Technical Support.

A grey square containing the letter 'J' in a bold, black, sans-serif font, positioned on the right side of the page.

Journal commit write db err:%d pi:%d ofn:%lu pnum:%lu\n

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 err:<*number*> can be referenced to determine the cause of the failed write.

Resolution

Report the bug to Legato Technical Support.

J

Journal commit write cntl err:%s\n

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

Report the bug to Legato Technical Support.

J

Journal failed opening segment file page:%d err:%s\n

Type

Fatal Error

Source

nsrmmdbd

Description

This message only appears when the media database is being started. One of the following 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 detected 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

Contact Legato Technical Support.

J

Journal failed reading segment page:%d err:%s\n

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

Report the bug to Legato Technical Support.

J

Journal failed writing %s\n

Type

Fatal Error

Source

nsrmmdbd

Description

The media database was unable to write the journal file. The media database should be shut down 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

Report the bug to Legato Technical Support.

J

Journal file invalid map page:%d\n

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 have been changed but 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 is fatal error is mostly like caused by a bug in the code.

Resolution

Shut down the media database and contact Legato Technical Support.

J

Journal file seek error page:%d err:%s\n

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 was being updated.

The database is consistent with the previous journal file committed to disk. The reported page and error string is intended for Technical Support. 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 being started, this is fatal error is mostly like caused by a bug in the code.

.Resolution

Shut down the media database and contact Legato Technical Support.

J

Journal found applying %d pages

Type

Informational

Source

nsrmmdbd

Description

A journal file was detected at startup. It is applied to the database to ensure the latest updates have been committed to the database.

Resolution

No action required.

J

Journal found applying %d pages\n

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 only occur when the media database is stopped or improperly shut down during an update.

Resolution

No action required.

A grey square containing the letter 'J' in a bold, black, sans-serif font, positioned on the right side of the page.

Journal invalid cannot restore media db

Type

Informational

Source

nsrmmdbd

Description

This message only appears when the media database is being 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.

A grey square containing the letter 'J' in a bold, black, sans-serif font.

Journal invalid will not commit journal to media db\n

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 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.

A grey square containing the letter 'J' in a bold, black, sans-serif font, positioned on the right side of the page.

Journal read lseek page:%d err:%s\n

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

Report the bug to Legato Technical Support.

A grey square containing the letter 'J' in a bold, black, sans-serif font, positioned on the right side of the page.

Journal reading null log file %s\n

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 possibility of losing some data in the media database.

Resolution

Report the bug to Legato Technical Support.

A grey square containing the letter 'J' in a bold, black, sans-serif font, positioned on the right side of the page.

Journal read page:%d err:%s\n

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

Report the bug to Legato Technical Support.

J

Journal recommit read cntl page err:%s\n

Type

Informational

Source

nsrmmdbd

Description

The database was shut down while the journal file was writing the control page of the journal. The updates in the journal are discarded, and some updates are lost.

The database is consistent with the previous journal was committed to disk. This condition should only occur when the database is stopped before it properly shuts down.

Resolution

No action required.

J

Journal recommit read cntl page err:%s\n

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 was most likely caused by the media database stopped while this control page was 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.

A grey square containing the letter 'J' in a bold, black, sans-serif font.

Jukebox <jukebox> failed Drive door closed

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.

J

Jukebox handle being closed at port <port_address>

Type

Informational

Source

nsrjb

Description

The autochanger (jukebox) handle is being closed at the specified port.

Resolution

No action required.

J

Jukebox handle being opened at port <port_address>

Type

Informational

Source

nsrjb

Description

The autochanger (jukebox) handle is being opened at the specified port.

Resolution

No action required.

J

Jukebox indicated that there are no Import/Export ports available

Type

Notification

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.
- The NetWorker software does not support the autochanger.

Resolution

- Verify the configuration of the Jukebox resource.
- Update the autochangers firmware.
- Refer to the *Legato Compatibility Guide* to verify that the NetWorker software supports your autochanger.

J

Jukeboxes not supported. Upgrade required.

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

- Install a base enabler that provides autochanger support.
- Install an Autochanger Module enabler code.
- Upgrade to an enabler code that provides autochanger support.
- Install the appropriate TurboPak enabler code.

J

Jukebox '<jukebox>' only has <n> KB available on <n> 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

- Reset the Minimum Space attribute in the Jukebox resource.
- Label and load the autochanger with writable volumes.

J

Jukebox reported '%d' drive(s)

Note: Complete message appears as:

```
"Jukebox reported '%d' drive(s).There appears to be some hardware problem(s) with your jukebox.Please consult your device's documentation or vendor for assistance.
```

Type

Notification

Source

jbconfig

Description

There are discrepancies between actually configured resources, and what the Removable Storage has determined to be configured.

Resolution

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 from Removable Storage Microsoft Management Console (MMC) snap-in.

J

Messages: K



Killing pid <process-ID>

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.

The process ID that is currently being terminated by **savegrp** is specified in the 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.

K

Messages: L



Label a volume for pool '<pool>'

Type

Informational

Source

nsrd

Description

The NetWorker program is labeling a new volume.

Resolution

No action required.

License enabler #<enabler_code> (<product or feature>) will expire in <n> day(s)

Type

Notification

Source

lgtolmd, nsrd

Description

The specified enabler expires in the specified number of days.

Resolution

- Authorize the specified enabler code using the **lgtolic -u -a** command.
- If you do not have an authorization code for this enabler, contact Legato Licensing and Registration. For more information, see "[Licensing and Registration](#)" on page 19.

Lost connection to server, exiting

Type

Notification

Source

save

Description

A License resource could not be created on the backup server.

Resolution

Make sure that both the GEMS[®] licensing daemon (**gemslmd**) and the Legato Licensing daemon (**lgtolmd**) are not running on the same server.

Messages: M



MCHK delete partial volume record

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 not be read, it is discarded.

Resolution

Report the bug to Legato Technical Support if the problem persists.

**MCHK failed updating volume valid:%s %sname:%s
flags:0x%08lx kb:%s files:%lu tm at:%s %s %s\n**

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear when the media database is being recovered through **mmrecov** or at startup when the media database has been improperly shutdown. A volume with an invalid ID was found, but the correction failed to create a new ID.

Resolution

Report the bug to Legato Technical Support if the problem persists.

**MCHK delete volume with invalid id, volid:%s %s name: %s
flags:0x%08lx kb:%s files:%lu tm:%s %s %s\n**

Type

Noncritical Error

Source

nsrmmdbd

Description

This message might be logged at startup of media database, if the media database had previously been improperly shut down or when the media database is being recovered through the **mmrecov** process.

The volumes are searched for invalid IDs and if an invalid ID is found, it is discarded or patched.

Resolution

Report the bug to Legato Technical Support if the problem persists.

**MCHK invalid id delete saveset ssid:%s host:%s name:%s
flags:0x%08lx size:%s files:%s ctime:%s\n**

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 shut down. The save sets are searched for invalid IDs. If an invalidID is found, the record is discarded or patched

Resolution

Report the bug to Legato Technical Support if the problem persists.

**MCHK patching ssid:%s host:%s name:%s flags:0x%08lx
size:%s files:%s ctime:%s\n**

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can appear when the media database is being recovered through **mmrecov** or at startup when the media database has 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. It is likely that the save set will be cross-checked the next time **nsrim** runs, since no volume has been updated with the save set ID.

Resolution

Report the bug to Legato Technical Support if the problem persists.

**MCHK save set update ssid:%s host:%s name:%s
flags:0x%08lx size:%s files:%s ctime:%s\n**

Type

Noncritical Error

Source

nsrmmdbd

Description

This error message is logged at startup after the media database had previously been improperly shut down or is being recovered through **mmrecov**. The message indicates a save set with an invalid ID was found and an attempt to create a new ID failed.

Resolution

Report the bug to Legato Technical Support if the problem is persists.

Media db checksum check failed\n

Type

Informational

Source

nsrmmdbd

Description

This message indicates the checksum verification failed. Checksum verification is performed when:

- **nsrim -m** is invoked
or
- At startup if **nsrmmdbd** detects an improper shutdown

This verification is performed after the database has been scavenged. This message is reported if the last query can not be properly closed.

Resolution

Contact Legato Technical Support.

Media db is checking btrees\n

Type

Informational

Source

nsrmmdbd

Description

This message indicates the internal btree index verification has started. The verification is performed when:

- **nsrim -m** is invoked
- or
- At startup when **nsrmmdbd** detects an improper shutdown

This verification is performed after the database checksums have been verified.

Resolution

No action required.

Media db is cross checking the save sets\n

Type

Informational

Source

nsrmmdbd

Description

The verification is performed either when:

- **nsrim -m** is invoked
or
- At startup if **nsrmmdbd** detects an improper shutdown.

This verification occurs after the database is scavenged.

Resolution

None

Media db is cross checking the volumes\n

Type

Informational

Source

nsrmmdbd

Description

The verification is performed either when:

- **nsrim -m** is invoked
- or
- At startup if **nsrmmdbd** detects an improper shutdown.

This verification occurs after the database is scavenged.

Resolution

None.

Media db is record checking\n

Type

Informational

Source

nsrmmdbd

Description

This message indicates that the NetWorker software has begun to verify the internal IDs and records of the volumes and save sets.

This verification is performed when:

- The **nsrim -m** command is invoked
- or
- At startup when **nsrmmdbd** detects an improper shutdown.

This verification occurs after the incomplete save sets and host cross-checks have been completed.

Resolution

No action required.

Media db shutdown, aborting

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

None.

Media db shutdown aborted file %s\n

Type

Informational

Source

nsrmmdbd

Description

This message can appear when the media database has been requested to shut down. The media database was saving the database to this file when the abort was received.

Resolution

None.

Media db verifying checksums\n

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 either when:

- **nsrim -m** is invoked
- or
- At startup if **nsrmmdbd** detects an improper shutdown.

This verification is performed after the database is scavenged.

Resolution

No action required.

Messages: N



Need a base enabler to authorize '< feature or product >' license

Type

Notification

Source

nsrd

Description

You attempted to authorize a product or feature's license before you entered the associated base enabler.

Resolution

Obtain a base enabler and enter it into the License Manager database using the **lgtolic -c** command.

N

No matching devices; check storage nodes, devices or pools

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 that has a local device, but that 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, named 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

- Verify the path specified for the device in the Devices attribute of the storage node's associated Pool resource.
- Verify that the Enabled attribute of the associated Device resource is set to Yes.
- Verify that the Storage Nodes attribute of the associated Client resource includes a storage node that has one or more enabled devices in the associated Pool resource.

No Removable Storage library has been defined for this jukebox

Type

Notification

Source

`nsrjb`

Description

This is no Removable Storage library defined for this jukebox.

Resolution

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources.
4. Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
5. Reset from NetWorker.
6. Inventory from NetWorker.
7. Define a Removable Storage library for the jukebox.

Note: If this first procedure does not address the problem, do the following.

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running **jbconfig**.
3. Inventory from Removable Storage (MMC snap-in).
4. Reset from NetWorker.
5. Inventory from NetWorker.
6. Define a Removable Storage library for the jukebox.

No such device or address

Type

Notification

Source

nsrmmmd

Description

The **nsrmmmd** 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 into drive 1 and the device's path */def/rmt/0cbn* points to drive 2.

Resolution

- Verify that the path pointing to the device exists.
- Verify that the specified path is accessible.
- If you are using an autochanger, verify that the drives are configured in the correct order.

To determine if write operations are being directed to the appropriate device, write to a tape loaded in one of the drives using **tar**. If this **tar** operation fails, change the drive order:

1. Delete the Jukebox resource and devices using the NetWorker Administrator program (**nwadmin**).
2. Reconfigure the Jukebox resource using **jb_config** or **jbconfig** and specify the order of the devices.

To Reconfigure the Jukebox Resource on UNIX:

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

2. Rename the Jukebox resource file *nsrjb.res* to *nsrjb.res.old* using the **mv** command. By default, this file is located in the */nsr/res* directory.
3. Restart the NetWorker daemons using the **nsrd** command.
4. Configure the Jukebox resource using the **jb_config** command and specify the order of the devices.
5. If necessary, delete and re-enter the Autochanger Module's enabler and authorization codes.

To Reconfigure the Jukebox Resource on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename the Jukebox resource file *nsrjb.res* to *nsrjb.res.old*. By default, this file is located in the *%SystemDrive%\Program Files\nsr\res* directory.
3. Restart the NetWorker server services by selecting NetWorker Backup Recover Sever from the Services control panel, and click the Start button.
4. Configure the Jukebox resource using the **jbconfig** command, and specify the order of the devices.
5. If necessary, delete and re-enter the Autochanger Module's enabler and authorization codes.

N

No tape label found

Type

Noncritical Error

Source

nsrmmmd

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

- 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 probably not synchronized with the Jukebox resource. To synchronize the Jukebox resource with the physical autochanger:
 1. Reset the autochanger using the **nrjb -H -E** command.
 2. Inventory the autochanger using the **nsrjb -I** command.

No valid volume ID, cannot complete label operation

Type

Notification

Source

nsrjb

N

Description

The NetWorker resource has been corrupted.

Resolution

Complete the following steps:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from NetWorker.
5. Inventory from NetWorker.
6. Try to complete the label operation.

Note: If this first procedure does not address the problem, try this second procedure.

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running **jbconfig**.
3. Inventory from Removable Storage MMC snap-in.
4. Reset from NetWorker.
5. Inventory from NetWorker.
6. Try to complete the label operation.

Nonexistent cloneid for ssid

Type

Notification

Source

nsrd

Description

You have specified a clone ID that does not exist or is not associated with the specified save set ID (ssid).

Resolution

If you specified a value for save set ID or clone ID, verify that the specified ID exists using the **mminfo -S** command.

N

NSR group Default exited with return code <n>

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.

N

"NSR server <server>: <error_string> - <SHAREPOINT:> unauthorized feature"

Type:

Notification

Source:

Save

Description:

The NetWorker server that was asked to back up the SHAREPOINT save set is not authorized to perform the backup. This might indicate 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 of the NetWorker server software. If the NetWorker server is not using release 7.0, you must upgrade to release 7.0 or transfer the backup to another NetWorker release 7.0 server.

N

nsrexecd on <client> is unavailable. Using rsh instead.

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 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 that the:

- 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.

N

nsrmmdbd can not reconnect to RAP, shutting down\n

Type

Fatal Error

Source

nsrmmdbd

N

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

Report the bug to Legato Technical Support.

nsrmmdbd can not reconnect to RAP, retrying\n

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. The message may be followed by a Fatal Error message, if the media database is unable to reconnect with RAP.

Resolution

If the problem persists, report the bug to Legato Technical Support.

- 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.

nsrmon was terminated by a signal <signal>

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 **nsrmmmd** process. The first instance of **nsrmon** does not terminate properly because of a timeout. Subsequent requests made to **nsrmmmd** fail.

The **nsrmon** service monitors **nsrmmmd** processes that are running remotely. You can configure the following parameters within the Server Setup to control the behavior of **nsrmon**:

- **nsrmmmd** polling interval (1-60 minutes)—Specifies the number of minutes between storage node polls.
- **nsrmmmd** restart interval (0-60 minutes)—Specifies the number of minutes between **nsrmmmd** restarts. A value of 0 indicates that **nsrmmmd** restarts immediately.
- **nsrmmmd** control timeout (2-30 minutes)—Specifies the number of minutes for **nsrmmmd** 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 **nsrmmmd** to poll frequently. During heavy backup periods, the combination of frequent polling intervals and a short **nsrmmmd** control timeout interval might unnecessarily restart **nsrmmmd** processes.

Resolution

- Restart the **nsrmon** and **nsrd** services.
- Increase the **nsrmmd** polling interval from 10 to 15 minutes. For example, assume the following 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 the following 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 the following configuration:
nsrmmd control timeout = 2
In this instance, **nsrmon** waits for two minutes to receive a message from **nsrmmd**. After the two minutes have elapsed, **nsrmon** assumes that **nsrmmd** is not active and restarts **nsrmmd** based on the setting of the restart interval.

Messages: 0



Operation would block

Type

Notification

Description

The file on which you want to perform the NetWorker operation is currently in use by another process.

Resolution

- Wait until the currently running process is complete, then try the operation again.
- Use a third-party product to back up open files.

A large gray square is positioned on the right side of the page, containing a white capital letter 'O' in the center.

Messages: P



Page:%lu bad record type:%d\n

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. Contact Legato Technical Support.

P

Page:%lu bad record unknown type:%d\n

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. Contact Legato Technical Support.

P

Page:%lu bad long record invalid slice:%d\n

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 record. If the slice references a page that is out of range, the *longdir* page is removed along with all the associated slices.

P

Resolution

Check the starting number of records in each segment file before and after the scavenge process to determine the number of records lost.

Contact Legato Technical Support.

Page:%lu bad long record missing slice:%d\n

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 on that does not fit in a page.

The *longdir* type holds the locations of the other slice pages that contain the record data. All the slices of the record are checked. If the slice references an missing page, the *longdir* page is removed long 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. Contact Legato Technical Support.

P

Partial record error clientid:%lu \n

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 automatically to remove the record. To the requesting client, this save set does not appear in the media database.

Resolution

Report the bug to Legato Technical Support.

P

Partial record error clientid:%s name:%s\n

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. The NetWorker software attempts to remove this record.

Resolution

Report the bug to Legato Technical Support.

P

Partial record error volid:%s flags:0x%08lx kb:%s files:%lu at:%s\n

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 the save sets are not. The save sets point to nonexistent volumes. Subsequently, the **nsrim** process seeks out orphaned save sets that point to nonexistent volumes

P

Resolution

Use **nsrmm -d** or **nsrim -m** to remove the entry, or contact Legato Technical Support.

Pool '<pool>' is not a cloning pool

Type

Notification

Source

nsrclone

Description

You are attempting to clone data to a pool that is not specified as a cloning pool. The clone pools supplied with the NetWorker software are Backup Clone and Archive Clone.

Resolution

- Assign volumes to a clone pool, such as Backup Clone or Archive Clone.
- When using the **nsrclone -b pool** command, specify either Backup Clone or Archive Clone for pool.

P

Messages: Q



Messages: R



Range of slots for cleaning cartridges '`<range>`' must be contained in '`<range>`'

Type

Notification

Description

The selected cleaning slot range is not contained in the Slot Range attribute specified in the Jukebox resource. The **nsrjb** program cannot manage slots outside of the range specified in the Jukebox resource.

Resolution

- Select cleaning slots within the range specified in the Jukebox resource.
- Disable auto cleaning.

R

RAP error: <feature> enabler does not exist in the system

Type

Notification

Description

You have not enabled the specified feature.

Resolution

Enable the specified feature using the associated enabler code.

R

RAP error <error_code>: Enabler type is for a different platform

Type

Notification

Source

nsrcap

Description

This message might appear when you enter:

- An enabler code for the wrong platform using the NetWorker Administrator program, **nwadmin**, **nsradmin**, or **nsrcap**.
- 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.

Resolution

- Verify that the enabler code you are entering is for the appropriate platform.
- Obtain the correct type of enabler code by contacting Legato Licensing and Registration. For more information, see "[Licensing and Registration](#)" on page 19.
- If you are entering a bulk enabler code, use the **lgtolic -c** command to add the license.

R

RAP error: Resource already exists

Type

Noncritical Error

Source

nsrd, nsrexecd, gemslmd, lgtolmd

Description

This message might appear when:

- You attempt to create a new resource, and a resource with that name already exists.
- You attempt to start an operation on an autochanger, and that operation is already in progress.
- The resource file *nsr.res* is corrupted.

Resolution

- Create a new resource using a name that is not assigned to another resource.
- Wait until the currently running operation is complete, and then try the operation again.

R

RAP error: Resource does not exist

Type

Notification

Source

nsrd

Description

This message might appear when:

- You attempt to access or update a resource that does not exist.
- You attempt to allocate licenses using the Legato License Manager, and there are no additional licenses of the required type available.
- The **nsrd** program cannot obtain migration statistics from a NetWorker HSM client.
- An existing autochanger cannot be accessed to perform operations.

Resolution

- Create the missing resource.
- Purchase additional licenses.
- Verify that the client is running.
- Verify the client configuration.

R

RAP error: The sequence number <n> assigned to the resource should be <n>

Type

Informational

Source

nsrjb

Description

Simultaneous updates were made to a RAP resource.

RAP is the protocol used to access the data in the resource database files. By default, these files are located in the following directory:

UNIX: */nsr/res*

Windows: *%SystemDrive%\Program Files\nsr\res*

NetWare: *SYS:\NSR\RES*

RAP does not monitor transactions that occur within the resource database. Each resource (for example, Jukebox resource) has an associated sequence number that increases incrementally each time any attribute within the resource is changed.

How RAP Updates Work:

First, a program queries for the resource it wants to change or update. This query returns the current sequence number assigned to this resource. Next, the program makes changes to the attributes in this resource and performs an update.

The NetWorker server verifies the sequence number associated with this update. Nonmatching sequence numbers indicate that the resource was modified between the time the program performed the query and this update. This discrepancy causes the update to fail.

The server takes steps to recover from this error, and it should not cause any additional problems.

R

Resolution

No action required.

R

RAP error: User <user> on computer <computer> is not on administrator's list

Type

Notification

Source

nsrd

Description

The specified user on the specified computer is not included in the backup server's Administrator list. If you want a user to administer a NetWorker server through membership in a group, specify the user's name in the Administrator attribute of the Server resource as *group@computer_name*.

The default value of the Administrator attribute is:

UNIX: *root@backup_server_name*

Windows: *root@backup_server_name*

NetWare: *backup_server_name/supervisor*

Resolution

- Include the user's name, in the format *user@computer_name* in the Administrator attribute of the backup server's Server resource.
- Include the startup user of the main NetWorker backup server in the Administrator attribute of the backup server's Server resource.
- Verify a user's group membership on the computer used for administering. Edit the Administrator attribute of the backup server's Server resource accordingly.

R

Read open error: Device busy

Type

Notification

Source

nsrmmmd

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.
- You are attempting to move a volume that the **scanner** program is using or attempting to read.

Resolution

- Try the operation again.
- Verify that each physical tape drive is configured as a single NetWorker device.

On UNIX, it is possible to use multiple device pathnames that all point to the same physical device. The NetWorker software does not check for all of these instances. For example, these device pathnames could be configured for the NetWorker software to use:

```
/dev/rmt/2lbn  
/dev/rmt/2mbn  
/dev/rmt/2hbn  
/dev/rmt/2cbn  
/dev/rmt/2ubn
```

However, these pathnames all actually point to the same tape drive.

R

Read open error: No media in drive

Type

Noncritical Error

Source

nsrmmmd

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 using the **nsrjb -HE** command.
3. Inventory the autochanger using the **nsrjb -I** command.

R

Read <n> records, and EOF marks after file <file>

Type

Informational

Source

nsrd, nsrmmmd

Description

The volume was verified successfully.

While the volume was being written to, a crash occurred. 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 not valid, an error message indicating the problem with the volume is displayed.

Resolution

No action required.

R

Received a network error (Severity <n> Number <n>): RPC create failed: Port mapper failure - Timed out

Type

Notification

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.

To Shut Down and Restart the NetWorker Services on UNIX:

1. Shut down the NetWorker daemons using the **nsr_shutdown -a** command.
2. Restart the NetWorker daemons using the **nsrd** command.

To Shut Down and Restart the NetWorker Services on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.

To Shut Down and Restart the NetWorker Services on NetWare:

1. Stop any groups that are currently running:
F3-Operation=>Group Status
F8-Options=>Stop Group Now
2. Exit NetWorker:
F2-File
Exit

R

Answer Yes to Unload all NLMs.

3. Start NetWorker from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.

R

Received a network error (Severity <n> Number <n>): The feature “<feature>” is not properly enabled

Type

Notification

Source

nsrd

Description

A network error occurred because a specific feature is not enabled.

Resolution

- 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.

R

Received a retryable network error (Severity <n> Number <n>): busy

Type

Informational

Source

nsrd

Description

The backup server might be busy. The network operation is retried automatically until it succeeds.

Resolution

If this error occurs too many times in a row:

- Verify that the backup server is running.
- Verify that the network protocols are functioning properly. Test by running **ping**.

R

Recover failed: Error receiving files from NSR server '<server>'

Type

Notification

Source

recover

Description

This message might appear when:

- An attempt was made to recover files that were backed up by NetWorker 6.x using NetWorker 5.x. A new save stream format was incorporated into NetWorker 6.x, and is not recognized by NetWorker 5.x.
- The parallelism value is set too high causing recovery sessions to fail.

Resolution

- Upgrade the client from NetWorker 5.x to 6.x.
- Recover the file to a client that has NetWorker 6.x installed.
- Decrease the parallelism value setting in the Client or Server resource. This should improve recovery performance.

R

Recover space interval and file system check interval must have different value/unit

Type

Warning/Error

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.

R

Registration information provided is incomplete

Type

Notification

Source

nsrd

Description

The registration information entered into the Registration dialog box was not complete.

Resolution

Try to register the product or feature again. Make sure that you enter information into each text box.

R

Remote/network path %s must be specified as UNC path name

Type

Warning

Source

NetWorker DiskBackup: Labeling an advanced file type device's volume of a network drive on a Windows storage node

Description

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 the advanced file type device on a network drive by specifying its UNC path name. Then try the labeling operation again.

R

Removable Storage drive GUID list corrupted

Type

Notification

Source

nsrjb

Description

The NetWorker resource saves the Global Unique Identifiers (GUIDs) to access the Removable Storage drives. These have been corrupted.

Resolution

Complete these steps:

1. Check that Removable Storage service has started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
4. Reset from NetWorker.
5. Inventory from NetWorker.
6. Retry the operation.

Note: If this first procedure does not address the problem, do the following:

1. Remove jukebox and device resources.
2. Reinstall the jukebox and device resources by running **jbconfig**.
3. Reset from NetWorker.
4. Inventory from NetWorker.
5. Retry the operation.

R

Removable Storage attempted to configure '%s'.

Note: Complete message appears as:

```
Removable Storage attempted to configure '%s'.This device
has already been defined with hardware id '%s'. Please
check the device resource for '%s' and make sure that these
hardware ids match when you next run jbconfig."
```

Type

Notification

Source

jbconfig

Description

Hardware ID mismatch.

Resolution

1. Check to make sure Removable Storage service is started.
2. Check the Removable Storage configuration.
3. Check the NetWorker resources.
4. Retry the operation.

R

Removable Storage service not available

Type

Notification

Source:

dvdetect

Description:

The Removable Storage service is not running or cannot be started.

Resolution:

1. Ensure Removable Storage service is started.
2. Check the Removable Storage configuration.
3. Try running the Removable Storage service again.

R

Resource temporarily unavailable

Type

Noncritical Error

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)** man page for details.

Resolution

- Try running the operation again.
- Upgrade to NetWorker release 5.5.1 patch 1 or NetWorker release 6.x.
- Increase the value assigned to the Load Sleep attribute of the Jukebox resource until the operation is successful.
- Wait to see if the system makes additional resources available.
- If this message occurs frequently, reconfigure the kernel and enable additional processes to be run simultaneously. 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.

R

RPC cannot make a procedure call: Create failed

Type

Notification

Source

nsrd

Description

The backup server was unable to make a remote procedure call to the specified computer.

Resolution

- 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 can also 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 that do not include the **rpcinfo** utility, it is provided on the Legato 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*

R

RPC error: Portmapper failure

Type

Notification

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

- 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.

R

RPC error: Procedure unavailable

Type

Notification

Source

nsrexecd

Description

NetWorker software is unable to locate a registered remote procedure call (RPC) service to perform the operation.

Resolution

- 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.

R

RPC error: Remote system error

Type

Notification

Description

The NetWorker server encountered a system error on the remote computer.

Resolution

- Restart the NetWorker server and client services.
- Try the requested operation again.

R

RPC error: RPC cannot encode arguments

Type

Notification

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

- 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 that do not include the **rpcinfo** utility, it is provided on the Legato product CD.
- Verify the server and client hosts table. To do this:
 - 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*

- See the surrounding messages to determine which client or server is performing the data transfer.

R

RPC error: RPC program or version mismatch

Type

Notification

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 Legato License Manager (**lgtolmd**) and the services available on the server. The default RPC version for **lgtolmd** is two (2).

Resolution

- Use **rpcinfo** to verify that the server and the clients are running the same version of RPC. For operating systems that do not include the **rpcinfo** utility, it is provided on the Legato 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, this verification can also 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
OR
 - Setting the LMD_VERSION environment variable.

R

RPC error: Server can't decode arguments

Type

Fatal Error

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

- Locate and fix the network problem.
- Obtain additional memory for the remote server.

R

RPC error: Timed out

Type

Notification

Description

The request made to the NetWorker server was not completed because the remote procedure call (RPC) services timed out. The services might have timed out because:

- 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

- 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 that the **portmapper** or **rpcbind** service is functioning properly. For operating systems that do not include the **rpcinfo** utility, it is provided on the Legato product CD.
- Shut down and restart the NetWorker services.

To Shut Down and Restart the NetWorker Services on UNIX:

1. Shut down the NetWorker daemons using the **nsr_shutdown -a** command.
2. Restart the NetWorker daemons using the **nsrd** command.

To Shut Down and Restart the NetWorker Services on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.

R

2. Restart the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.

To Shut Down and Restart the NetWorker Services on NetWare:

1. Stop any groups that are currently running:
F3-Operation=>Group Status
F8-Options=>Stop Group NowExit NetWorker:
F2-File
Exit
Answer Yes to Unload all NLMs.
2. Start NetWorker from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.

RPC error: Unable to receive

Type

Notification

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 server services, and then try the requested operation again.

R

RPC error: Unable to send

Type

Notification

Description

The remote procedure call (RPC) services are unable to communicate with the server software. Communication between the server and client was lost while the server was processing the request.

Resolution

Restart the server services, and then try the requested operation again.

R

RPC error: Unable to register service: <service>

Type

Fatal Error

Description

The **portmapper**, **rpcbind**, or **nsrexecd** program has not been started.

Resolution

Start the **portmapper**, **rpcbind**, or **nsrexecd** program.

R

RPC error: Unknown host

Type

Notification

Source

jbconfig, nsrmm

Description

This message might appear when:

- You enter the computer's name incorrectly 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.

Resolution

- 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 can also 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 that portmapping is correct using **rpcinfo -p hostname**. For operating systems that do not include the **rpcinfo** utility, it is provided on the Legato 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*

R

Messages: S



Save sets done reading <n> KB

Type

Informational

Source

savegrp

Description

This message specifies the total amount of data that was consolidated in kilobytes. This message usually appears after a save set consolidation session.

Resolution

No action required.

Save set %s for client %s was aborted and removed from volume %s

Type

Informational

Source

Advanced file type device

Description

The aborted save set for the client has been removed from the volume. The aborted save set cannot be recovered.

Resolution

Determine the cause of aborted save set and retry the backup if applicable.

Save Set Recover of this save set to another client is not supported.

Complete message appears as:

```
Save Set Recover of this save set to another client is not supported. Cannot recover <save-set> from <source-client> to <destination-client>"
```

Type

Informational

Source

winworkr Save Set recover

Description

This message indicates this type of recover is not allowed for the specified save set. This is not a valid operation for the selected save set.

Resolution

None required

Save set still in-progress on volume %s, volume mode remains full

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 has completed the backup, manually change the volume mode to appendable— if additional backup to this volume is required.

Save set <save_set ID> <host_name>: <save_set> volume <volume> on <device> is being terminated because: Media verification failed

Type

Notification

Source

nsrmmd

Description

After writing the specified save set to the specified volume, the NetWorker software 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

- Clean the drive.
- Verify that the drive is functioning properly.
- Verify that the media is functioning properly.

Server '%s' does not support Microsoft Removable Storage

Note: Complete message appears as:

```
Server '%s' does not support Microsoft Removable Storage.  
Contact your service representative.
```

Type

Informational

Source

jbconfig

Description

The server that is being configured does not support Removable Storage jukeboxes.

Resolution

Contact your service representative to purchase a server that supports Removable Storage.

Server disabled; The evaluation enabler code for the <feature> expired. Install the permanent enabler code.

Type

Notification

Source

nsrd

Description

The evaluation period for the feature has expired.

If you received this message after you entered the permanent enabler and authorization codes, this message might appear because:

- The enabler code that you entered is no longer valid.
- The enabler code that you 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 corrupted.

Resolution

- Use the **nsrcap** command to verify the enabler code.
- Install license enablers to enable the feature.
- If you are entering 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.

To Recover the *nsr.res* File on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.

4. Recover the *nsr.res* file using either the **recover** command or the **nwrecover** program.

To Recover the nsr.res File on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
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, and click the Start button.
4. Recover the *nsr.res* file using either the **recover** command or the NetWorker User program.

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 NetWorker:
F2-File
Exit
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 NetWorker software from the server prompt (invoke NETWORKR.NCF) by entering **NETWORKR**.
5. Use the NetWorker recover program to recover the NetWorker resources.

Server disabled; Too many devices

Type

Notification

Source

nsrd

Description

The number of configured devices exceeds the number of devices the current enabler code allows you to use.

Resolution

- Reduce the number of devices configured on the backup server.
- Obtain a new enabler code that allows you to use additional devices.

The SharePoint service must be running to recover data.

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.

Skipping savefs output line 'nothing to save'

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 you specify an incremental or level backup, the backup server only performs a backup on those files that have been modified since the previous backup.

Resolution

No action required.

If you want to back up the client's associated save sets, either:

- Perform a manual backup of the client's save sets.
- or
- Assign the client to a different backup schedule.

Slot <slot> does not contain a volume

Type

Notification

Source

nsrjb

Description

An attempt was made to load or mount a volume from an empty port. The Jukebox resource on the backup server might not be synchronized with the physical autochanger (jukebox).

For example, the physical status of the port EMPTY does not match its status in the Jukebox resource LOADED. The **nsrjb** program prints a message after it has corrected the status of the port (from LOADED to EMPTY).

Resolution

To synchronize the Jukebox resource with the physical autochanger:

- Reset the autochanger using the **nsrjb -HE** command.
- Inventory the autochanger again using the **nsrjb -I** command.

Slot '<slot>' is being loaded into drive '<drive>'

Type

Informational

Source

nsrjb

Description

A volume is being loaded from the specified port into the specified drive.

Resolution

No action required.

Sorry, Microsoft Removable Storage jukeboxes are not supported on this platform.

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

Type

Warning

Source

Recover space operation of staging

Description

The volume name specified for the recover space of staging must be an advanced file or file type device.

Resolution

1. Specify an adv_file or file type device volume.
2. Try recovering space from the adv_file or file type device again.

Ssid does not exist

Type

Notification

Source

nsrclone

Description

The specified save set ID (ssid) does not exist.

Resolution

Use the **mminfo(8)** command to see a list of valid save set IDs.

Starting Default (with <n> client(s))

Type

Informational

Source

nsrd, savegrp

Description

The **savegrp** operation has begun on the Default group. This group has *n* number of clients associated with it.

Resolution

No action required.

Storage node device <device> disabled due to insufficient licensing

Type

Notification

Source

nsrd

Description

The specified storage node device is disabled when:

- You do not enable enough storage node licenses.
- The storage node enabler codes time out. You need to enter the permanent authorization codes.

Resolution

- Delete the expired enabler codes.
- Purchase additional storage node licenses.

Enter permanent authorization codes for the storage node enabler codes that have timed out.

Suggest mounting <volume> on <drive> for writing to pool '<pool>'

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 **nsrmmd**, **nsrmmd** determines the most suitable volume for this request. The selected volume is usually the one with the largest number of bytes still 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.

Type

Fatal Error

Source

save

Description

The NetWorker software encountered an internal error while attempting to write the last piece of data onto the backup media.

Resolution

- Verify that the network protocols are functioning properly using **ping**.
- Refer to the log file for surrounding messages.
- Contact Legato Technical Support.

Messages: T



Tape label read: Input/output error

Type

Notification

Source

nsrmmmd

Description

This message might appear when:

- An inventory is performed on an autochanger that contains an unlabeled volume. After a volume has been loaded into a drive, the **nsrjb** program requests **nsrd** to have the **nsrmmmd** process read the volume's label. If an error occurs while the **nsrmmmd** process is reading the label, the **nsrjb** program indicates that the volume label is unreadable by displaying this message.
- The device or the media is damaged, corrupted, or dirty.

Resolution

- Reset the autochanger using the **nsrjb -HE** command.
- Label any unlabeled volumes currently loaded in the autochanger.
- Inventory the autochanger using the **nsrjb -I** command.
- Clean the device.
- Verify that the media is functioning properly.
- Verify that the device is functioning properly.

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 the NetWorker software attempted to read from the tape might be smaller than the block being read from the volume.

Resolution

- Rewind the tape and read the label at the beginning of the tape.
- Make sure the device is configured to accept data blocks of variable size.

T

The creation of an ASR diskette for %s has been cancelled

Note: The complete message appears as:

```
The creation of an ASR diskette for %s has been cancelled.  
If you wish to create a diskette at a later time, please  
restart the recovery process.
```

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.

T

The creation of the ASR diskette has failed. Please see the recover log for details

Type

Notification

Source

client GUI

Description

The creation of the Automated System Recovery (ASR) diskette did not complete.

Resolution

Refer to the recover log for more information explaining why the ASR diskette was not successfully completed.



The diskette in %c: is write-protected

Type

Notification

Source

client GUI

Description

The 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 “<feature>” is not properly enabled

Type

Notification

Source

nsrd

Description

This error indicates a licensing problem with the backup server software and must be resolved on the backup server before you can use the specified feature. 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.
- You have run out 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

- Use the **nsr`cap`** command to verify the enabler code.
- Enable the feature.
- If you do not have an enabler code for the appropriate operating system, contact Legato Licensing and Registration. For more information, see ["Licensing and Registration" on page 19](#). Use the evaluation enabler codes until permanent enabler codes can be provided.
- If you have run out of bulk enabler codes, contact Legato Licensing and Registration. Enable and authorize this enabler using the **lgtolic** command.

The jukebox '<jukebox>' is not properly licensed. Make sure the jukebox is properly enabled and authorized.

Type

Notification

Source

nsrd

Description

This message might appear when:

- The Autochanger Module is not enabled.
- You have run out 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

- Enter the enabler code for the Autochanger Module into the License resource.
- If you have run out of bulk enabler codes, contact Legato Licensing and Registration. For more information, see "[Licensing and Registration](#)" on [page 19](#).
- Enable and authorize this enabler using the **lgtolic** command.

There appear to be no SCSI jukeboxes connected to this system.

Note: The complete message appears as:

```
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.
```

Source:

Type:

Notification

Description:

It appears there are no SCSI jukeboxes connected to your system due to one of the following conditions:

- There are no SCSI jukeboxes on the system
- The SCSI jukeboxes cannot be detected—pending 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:

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, XP Professional or .NET Server, ensure that the libraries are disabled for Microsoft Removable Storage.
4. After you have addressed the appropriate condition, rerun the **jbconfig** program.

There are fewer than two active devices. Unable to perform save set consolidation.

Type

Notification

Source

savegrp, nsrd

Description

There are either an insufficient number of drives configured, or the drives are configured but they have not been set to Active. To perform save set consolidation, you must have a minimum of two active devices within the same node.

Resolution

- Verify that at least two drives are configured.
- Verify that each configured drive is set to Active.

T

There are no enabled Removable Storage libraries to be configured.

Type:

Notification

Source:

jbconfig

Description:

NetWorker software could not find any libraries on the system that are controlled by Removable Storage.

Resolution:

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. Try configuring the Removable Storage libraries again.

T

There is no diskette in the %c: drive.

Type

Notification

Source

client GUI

Description

The NetWorker software did not detect a diskette in the floppy drive.

Resolution

Insert a disk into the drive.



There is no inquiry information available for Removable Storage jukeboxes

Type:

Informational

Source:

nsrjb

Description

This command is not supported on Removable Storage jukeboxes.

Resolution

No operator action required.



There is a problem in writing to %c:

Type

Notification

Source:

client GUI

Description:

The NetWorker software cannot write to the diskette.

Resolution

Insert a new diskette in the drive.



The media is offline.

Type

Notification

Source

nsrjb

Description

The media is no longer in the jukebox.

Resolution

1. Check the tape vaults and load the specified media into the jukebox.
2. Inventory from Removable Storage Microsoft Management Console (MMC) snap-in.
3. Retry the operation.

Note: If this first procedure does not address the problem, do the following:

1. Reset from the NetWorker software.
2. Inventory from the NetWorker software.
3. Retry the operation.

The media type was not set. The jukebox was not added

Type

Notification

Source

jbconfig

Description

Internal error occurred while processing jukebox data.

Resolution

Complete the following steps:

1. Check to make sure Removable Storage service is started
2. Check the Removable Storage configuration.
3. Check the NetWorker resources.
4. Check the hardware configuration Inventory from Removable Storage Microsoft Management Software (MMC) snap-in.
5. Try setting the media type again to add the jukebox.

The number of slots is expected to be greater than zero

Note: The complete message appears as:

```
The number of slots is expected to be greater than zero.  
There has been an error in creating your Removable Storage  
jukebox.
```

Type

Notification

Source

jbconfig

Description

There was an internal error creating the Removable Storage jukebox.

Resolution

Call Legato Technical Support.

T

The selected drive is busy. Please unload the drive.

Type

Noncritical Error

Source

nsrjb

Description

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

Resolution

To resolve this problem, either:

- Unload the volume from the selected drive.
or
- Synchronize the Jukebox resource with the physical autochanger. To do this:
 1. Reset the autochanger using the **nsrjb -HE** command.
 2. Inventory the autochanger using the **nsrjb -I** command.

The Removable Storage library for this jukebox is not enabled

Type

Notification

Source

jbconfig, nsrjb

Description

The removable storage library for the specified jukebox has not been enabled.

Resolution

Complete these steps:

1. Go to the Removable Storage Microsoft Management Console (MMC) snap-in.
2. Enable the library for use by Removable Storage.



Messages: U



Unable to access device <device> on control port <control_port>”

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.
- You have entered an incorrect control port (SJI autochanger).
- You have not correctly generated the necessary device file for HP-UX.
- You have used a third-party vendor’s autochanger driver that is preventing the backup server from communicating with the autochanger. For example, you might be using an IBM 3590 or 3570 autochanger. As IBM has combined tape/autochanger drivers, they must be configured to "not-attach" to the autochanger to enable them to interact with the backup server.

Resolution

- Verify that the SCSI bus and autochanger driver are properly installed and configured.
- Verify that the autochanger is properly connected to the network.
- Verify that all the required backup server software patches are installed.

U

Unable to create directive for ASR

Type

Informational

Source

save

Description

The NetWorker software could not create a skip directive for the Automated System Recovery (ASR) directory.

Resolution

No action required.

U

Unable to create directive for SharePoint Portal Server

Type:

Informational

Source:

save

Description:

The NetWorker software could not create a skip directive for the SHAREPOINT save set.

Resolution:

No operator action required.

U

Unable to locate a differential or level 1 backup of client <client>, save set <save_set ID>

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 have been performed.
- You run the **nsrssc** command directly, without first performing a level 1 backup. If you use the **savegrp** command to perform save set consolidation, **savegrp** automatically performs a level 1 backup of the save set before performing the actual consolidation. If you use the **nsrssc** command, make sure that you perform a level 1 backup of the save set first.
- If a level 1 backup of the save set was performed, check the log file to verify that the level 1 backup was successful. If the backup was successful, run the **mminfo** command to see if it exists.

Resolution

- 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, either perform a level 1 backup first, or run the **savegrp** command 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, contact Legato Technical Support.

Unable to retrieve save set information(ss_1st) from the media database

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 that:

- The **nsrmmmd** service has stopped responding or is not running.
- The media database is corrupted.

See surrounding messages for other possible explanations.

Resolution

- If the **nsrmmmd** service is not running, restart the NetWorker services and try the operation again.
- Perform a consistency check on the media database using the **nsrim -X** command.
- If the media database is corrupted, either:
 - Rebuild the media database using the **scanner** command.
 - or
 - Recover the last known working database.

To Recover the Media Database on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.

4. Recover the database using the **mmrecov** command.

To Recover the Media Database on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename the media database. By default, the media database is located in the *%SystemDrive%\nsr\mm* directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.
4. Recover the media database using the **mmrecov** command.

To Recover the Media Database on NetWare:

Use the NETUTIL utility.

U

Unable to retrieve the save set information (ss_t) for the save set that continues save set ID <save_set ID>

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 that:

- The **nsrmmmd** service has stopped responding or is not running.
- The media database is corrupted.

See surrounding messages in the log for other possible explanations.

Resolution

- If the **nsrmmmd** service is not running, restart the NetWorker software and try the operation again.
- Perform a consistency check on the media database using the **nsrim -X** command.
- If the media database is corrupted, either:
 - Rebuild the media database using the **scanner** command.
 - or
 - Recover the last known working database.

To Recover the Media Database on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.

4. Recover the database using the **mmrecov** command.

To Recover the Media Database on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename the media database. By default, the media database is located in the *%SystemDrive%\nsr\mm* directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.
4. Recover the media database using the **mmrecov** command.

To Recover the Media Database on NetWare:

Use the NETUTIL utility.

U

Unit Attention Sense key: [06], ASC: [n], ASCQ: [n]

Type

Notification

Source

nsrjb, jbconfig

Description

The message “Unit attention Sense Key 06” is displayed whenever the server receives the same message from an autochanger (jukebox).

This sense key indicates that an event has occurred that might have changed the state of the device. These changes can occur after:

- A device has been reset.
- A power cycle has occurred.
- A tape has been changed in a tape drive.

If a reset occurred, the drive might have been in the middle of a write operation. If this was the case, the write operation would not have completed successfully. Additionally, the autochanger would have been unable to detect that the write operation was incomplete. Therefore, the autochanger would not have reported an error.

Use [Table 2](#) to help you determine the source of the message.

U

Table 2.

Sense Key	ASC	ASCQ	Name	Description
06	28	00	Not Ready to Ready Transition	Indicates that the tape might have been changed.
06	29	00	Power-On, Reset, or Bus Device Reset Occurred	The drive might have been reset, or a Bus Device reset occurred.
06	2A	01	Mode Parameters Changed	Mode parameters might have changed.
06	2A	02	Log Parameters Changed	Log parameters might have changed

U

Unknown version for UNIX file '<file_name>' (possible newer version)

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 using a release of backup software, such as NetWorker software, that is more recent than the release being used to recover the same data.

U

Resolution

- Upgrade the backup software, then try to recover the data again.
- Contact Legato Technical Support.

Unloading jukebox: drive '<drive>' into slot '<slot>'

Type

Informational

Source

nsrjb

Description

The **nsrjb** program is moving a volume from the specified drive into the specified slot.

Resolution

No action required.

U

Unsupported authentication type

Type

Fatal Error

Source

nsrd

Description

You have mixed releases of backup software installed on the same system. This problem occurs if you have installed a feature or patch that is for a different release of the backup software. For example, you applied a 5.1 patch to a 5.5 release of NetWorker software.

U

Resolution

Install the same release of backup software and any features and patches on the computer.

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.

U

Resolution

- 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 <user> on computer <computer> is not on <computer>'s remote access list

Type

Notification

Source

nsrd

Description

The specified user is not included in the specified computer's Remote Access list.

Resolution

- 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.
- Make sure 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.



Important: This will enable anyone to connect to this computer. Make sure that you delete the **@** entry from the Remote Access attribute after the requested operation completes.

Resolution

Refer to your device's SCSI manual. For additional assistance, contact the manufacturer of the hardware device.

Messages: V



Verification of volume “<volume>”, volid <volume_ID> failed, volume is being marked as full

Type

Warning

Source

nsrmmd

Description

The 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

- Clean the drive.
- Verify that the drive is functioning properly.
- Verify that the media is functioning properly.

V

Volhdr: %s %lu records\n

Type

Informational

Source

nsrmmdbd

Description

The volume header is read before and after the scavenge process runs. The number of each type of record 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 has been corrupted.

V

Volumes in jukebox '<jukebox>' have passed the low water mark

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.

V

Volume name exceeds %d characters

Type

Warning

Source

NetWorker DiskBackup Option

Description

The volume label name specified for the advanced file type device has exceeded 60 characters.

Resolution

Specify a volume label name of fewer than 60 characters and then try the labeling operation again.

V

Volume “<volume>” on device “<device>”

Note: Complete message appears as:

```
Volume "<volume>" on device "<device>"Block size is <x>
bytes not <y> bytes. Verify the device configuration. Tape
positioning by record is disabled.
```

Type

Notification

Source

nsrcmd

Description

The data block that the NetWorker software attempted to recover from the specified volume was not the same size as the original block. The NetWorker software has disabled tape positioning by record (forward space record and backward space record).

All data written to media is assumed to be contained within a single data block. You might have assigned a fixed block size to the device. The data written to the media was then broken into multiple blocks. The NetWorker software was then unable to position the media using the forward space record (FSR) or the backward space record (BSR).

V

Resolution

Make sure that the volume was created using the current configuration. The device should be configured to accept data blocks of varying size.

If the volume was created using a different configuration, follow these steps 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 would 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 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, if the SCSI block size limit is 64k, change the block size entry in the *st.conf* file to 64.

V

Volume “<volume>” on device “<device>”: Cannot decode block.

Note: The complete message appears as:

```
Volume "<volume>" on device "<device>": Cannot decode
block Verify the device configuration. Tape positioning by
record is disabled.
```

Type

Notification

Source

nsrmmmd

Description

The NetWorker software could not read or access the data block on the specified volume. The NetWorker software has disabled tape positioning by record (forward space record and backward space record).

All data written to media is assumed to be contained within a single data block. You might have assigned a fixed block size to the device. The data written to the media was then broken into multiple blocks. The NetWorker software was then unable to position the media using the forward space record (FSR) or the backward space record (BSR).

This problem might also be caused by device or media errors.

Resolution

- Make sure that the volume was created using the current configuration. The device should be configured to accept data blocks of varying sizes. If the volume was created using a different configuration, follow these steps to change the settings to enable the volume to be read:
 1. 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 would 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;
```

2. If the volume was created 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, if the SCSI block size limit is 64k, change the block size entry in the *st.conf* file to 64.
- Clean the drive.
 - Verify that the drive and media are functioning properly.

V

Messages: W



Waiting for more available space on filesystem ‘%s%c%s’

Type

Warning

Source

NetWorker DiskBackup

Description

The filesystem where advanced file type (*adv_file*) volume resides has become full. The NetWorker backup process is waiting space to be made available on this filesystem for the backup process to continue.

Resolution

- Run the staging process against this advanced file type volume to move some save sets to a different storage medium.
or
- Manually remove temporary files in the filesystem.

W

Waiting for <volume_ID> on <hostname>

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 indicating the following is displayed:

- 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

- Verify 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.

W

Waiting for <n> writable volumes to backup pool '<pool>' <family> on <hostname>

Type

Notification

Source

nsrd

Description

This message might appear when:

- You configured the NetWorker software to use a different pool other than the one specified to perform the backup operation.
- The pools are not synchronized.

Resolution

- Look at the message file to determine what happened before this error appeared.
- Use the NetWorker Administrator program (**nwadmin**) to determine if the pools are configured correctly.
- Make sure that there are labeled tapes available for each configured pool.

W

Warning: Unable to create OFC for drive <drive> (OFC mechanism unable to operate due to insufficient disk space)

Type

Notification

Source

Open File Connection (OFC), save

Description

There is no more 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

- Allocate more space to the drive specified in this message.
- Try running a backup of this drive again.

W

Warning: Unable to create OFC for drive <drive> (OFC mechanism unable to allocate drive letter)

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.

A grey square containing the letter 'W' in a bold, black, sans-serif font.

WARNING: no valid save times for client '<client>' - cross-check not performed

Type

Notification

Source

nsrindexd

Description

The media database does not contain any valid save times for the specified client.

Resolution

- If you were expecting entries to be made to the media database, recover it using the **mmrecov** command or the NETUTIL utility.
- If you were not expecting any entries to be made to the media database:
 1. Rename or delete the client's file index. By default, this file is located in the following directory:
 - UNIX:** */nsr/index/client_name*
 - Windows:** *%SystemDrive%\nsr\index\client_name*
 - NetWare:** *SYS:\NSR\index\client_name*
 2. If the client still exists, create a new file index for the client using the **nsrck -c client_name** command.
 3. If the client no longer exists, remove the associated Client resource.

W

Warning - '<file_name>' size grew during save

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 at the same time.

Resolution

- If an HSM stub or sparse file was backed up, the backup should have been successful.
- Perform a manual backup of the specified file to ensure that a consistent copy of the file is backed up.

W

WISS error: Bad database header

Type

Notification

or

Fatal Error

Description

If you are using an earlier release of the NetWorker software than 7.0, this message indicates:

- The latest NetWorker software patches are not installed.
- The media database is corrupted.

If you using NetWorker release 7.0, this message indicates:

- The **nsrmmdbd** process was improperly shutdown.
- The second occurrence of this message indicates a fatal error.

Resolution

NetWorker Release 7.0

First Occurrence:

The first occurrence of this message indicates that the NetWorker software checked to determine whether the media database was correctly shut down. In the case of an improper shutdown, the 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 the following 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 7.x.

W

- The **nsrck -m** program has not been run.

Analyze the number and types of records to determine whether to use the **mmrecov** command to recover the media database.

Contact Legato Technical Support for further information.

Second Occurrence:

The second occurrence of this message indicates a fatal error. Contact Legato Technical Support.

NetWorker Releases Earlier Than 7.0

- Make sure that you have installed the latest NetWorker software patches.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

If the media database is located on...	See...
UNIX	"To Check the Media Database on UNIX and Windows:" on page 336 "To Recover the Media Database on UNIX:" on page 338
Windows	"To Check the Media Database on UNIX and Windows:" on page 336 "To Recover the Media Database on Windows:" on page 339
NetWare	"To Check the Media Database on NetWare:" on page 337 "To Recover the Media Database on NetWare:" on page 339

W

To Check the Media Database on UNIX and Windows:

Use the **nsrim -X** command.

To Recover the Media Database on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.

4. Recover the media database using the **mmrecov** command.

To Recover the Media Database on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename or delete the media database. By default, the media database is located in the *%SystemDrive%\Program Files\nsr\mm* directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.
4. Recover the media database using the **mmrecov** command.

To Check the Media Database on NetWare:

F3-Operation=>Indexes

F8-Cross-check Index

To Recover the Media Database on NetWare:

Use the NETUTIL utility.

W

WISS error: Invalid page number

Type

Notification

Description

This message might appear when:

- You do not have the latest NetWorker software patches installed.
- The media database is corrupted.

Resolution

- Make sure that you have installed the latest NetWorker software patches.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

If the media database is located on...	See...
UNIX	"To Check the Media Database on UNIX and Windows:" on page 338 "To Recover the Media Database on UNIX:" on page 338
Windows	"To Check the Media Database on UNIX and Windows:" on page 338 "To Recover the Media Database on Windows:" on page 339
NetWare	"To Check the Media Database on NetWare:" on page 339 "To Recover the Media Database on NetWare:" on page 339

To Check the Media Database on UNIX and Windows:

Use the `nsrim -X` command.

To Recover the Media Database on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.
4. Recover the media database using the **mmrecov** command.

To Recover the Media Database on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename or delete the media database. By default, the media database is located in the `%SystemDrive%\Program Files\nsr\mm` directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.
4. Recover the media database using the **mmrecov** command.

To Check the Media Database on NetWare:

F3-Operation=>Indexes
F8-Cross-check Index

To Recover the Media Database on NetWare:

Use the NETUTIL utility.

W

WISS error: Unknown error code

Type

Notification

Description

This message might appear when:

- You do not have the latest NetWorker software patches installed.
- The media database is corrupted.

Resolution

- Make sure that you have installed the latest NetWorker software patches.
- Perform a consistency check on the media database. If the consistency check indicates a problem, recover the media database.

If the specified index is located on...	See...
UNIX	"To Check the Media Database on UNIX and Windows:" on page 336 "To Recover the Media Database on UNIX:" on page 338
Windows	"To Check the Media Database on UNIX and Windows:" on page 336 "To Recover the Media Database on Windows:" on page 339
NetWare	"To Check the Media Database on NetWare:" on page 341 "To Recover the Media Database on NetWare:" on page 339

To Check the Media Database on UNIX and Windows:

Use the **nsrim -X** command.

To Recover the Media Database on UNIX:

1. Shut down the NetWorker daemons 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 using the **nsrd** command.
4. Recover the media database using the **mmrecov** command.

To Recover the Media Database on Windows:

1. Shut down the NetWorker services by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename or delete the media database. By default, the media database is located in the `%SystemDrive%\Program Files\nsr\mm` directory on the server.
3. Restart the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Start button.
4. Recover the media database using the **mmrecov** command.

To Check the Media Database on NetWare:

F3-Operation=>Indexes
F8-Cross-check Index

To Recover the Media Database on NetWare:

Use the NETUTIL utility.

W

Writing to volume <volume> complete

Type

Informational

Source

nsrmmmd

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 because:

- The volume does not belong to the required pool.
- The volume is full.
- The volume is about to expire.

Resolution

No action required.

W

Messages: X



XCHK delete saveset rec:%d\n

Type

Notification

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 operator action required.

A large gray square containing a bold black 'X' is positioned on the right side of the page.

XCHK delete ssid:%s host:%s name:%s no volumes, flags:0x%08lx size:%s files:%s ctime:%s\n"),

Type

Notification

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.

X

XCHK ssid:%s host:%s name:%s orphaned continuation missing parent ssid:%s\n

Type

Notification

Source

nsrmmdbd

Description

This message indicates the media database was stopped while the **nsrim** command was removing save sets that had exceeded their retention policy. This message also appears while updating the media database to NetWorker release 7.0.

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.

The nonexistent save set records are removed from the volume record.

Resolution

No action required.

A large gray square containing a bold black letter 'X' is positioned on the right side of the page.

XCHK volid:%s name:%s

Complete message appears as:

```
XCHK volid:%s name:%s (%d to %d) savesets flags:0x%08lx
kb:%s ctime:%s atime:%s\n
```

Type

Notification

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 release 7.0.

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 had previously been improperly shut down.

The nonexistent save set records are removed from the volume record.

Resolution

No operator action required.

X

XSUM checksum error...

Complete message appears as:

```
XSUM checksum error, volid:%s %s name:%s flags: 0x081x
kb:%s files: kb:%s %lu tm:%s %s%s\n
```

Type

Fatal Error

Source

nsrmmdbd

Description

This message indicates one of the following

- An internal bug
- A failure in protecting the data integrity

Whenever a volume record is read, the stored checksum (32-bit CRC) checksum is compared against the calculated checksum. This message indicates the record is corrupted.

These records are suspect and are not sent back 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 through the NetWorker Administrator program 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.

Report the bug to Legato Technical Support.

X

XSUM checksum error...

Complete message appears as:

```
XSUM checksum error, ssid:%s host:%s name:%s flags:0x%08lx  
size:%s files:%s tm:%s %s %lu\n
```

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 checksums did not match appears.

These records are suspect and are not sent back 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 through the NetWorker Administrator program 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.

Report the bug to Legato Technical Support.

A large, bold, black 'X' is centered within a gray rectangular box on the right side of the page.

XSUM failed closing client scan\n

Type

Fatal Error

Source

nsrmmdbd

Description

This message is logged while searching for records with invalid checksums 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

Report the bug to Legato Technical Support.



XSUM failed closing saveset scan\n

Type

Fatal Error

Source

nsrmmdbd

Description

This message is logged while searching for records with invalid checksums. 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 the save sets.

Resolution

Report the bug to Legato Technical Support.



XSUM failed closing volume scan\n

Type

Fatal Error

Source

nsrmmdbd

Description

This message appears when the NetWorker software is searching for records with invalid checksums. 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

Report the bug to Legato Technical Support.



XSUM removing clientid:%lu

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of the following:

- A failure in the journal code to protect integrity of the data
- The existence of an internal bug.

This message appears logged when the NetWorker software is searching for records with invalid checksums. 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

Report the bug to Legato Technical Support.

A large gray square containing a bold black 'X' is positioned on the right side of the page.

XSUM removing ssid:

Complete message appears as:

```
XSUM removing ssid:%s host:%s name:%s flags:0x%08lx
size:%s files:%s ctime:%s\n
```

Type

Noncritical Error

Source

nsrmmdbd

Description

This message can indicate the existence of an internal bug or a failure in the journal code in protecting the data integrity.

This message is logged during one of the following:

- While verifying record checksum after **nsrim** is manually invoked.
- During startup if the media database was shut down improperly.

The message indicates the checksums did not match and the invalid save set is removed.

Resolution

Report the bug to Legato Technical Support.



XSUM removing ssid:%s flags:0x%08lx size:%s files:%s\n

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of the following:

- A failure in the journal code to protect integrity of the data
or
- The existence of an internal bug

This message is logged while searching for records with invalid checksums. 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

Report the bug to Legato Technical Support.



XSUM removing valid:

Complete message appears as:

```
XSUM removing valid:%s name:%s flags:0x%08lx kb:%s
files:%lu at:%s\n
```

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of the following:

- A failure in the journal code in protecting the data integrity
- An internal bug.

This message is logged on startup while searching for records with invalid checksums. The error condition occurs if the media database was shut down improperly, or when **nsrim -m** is manually invoked.

This message indicates that the checksums did not match and will be removed.

Resolution

Contact Legato Technical Support.



XSUM removing valid:

Complete message appears as:

```
XSUM removing valid:%s flags:0x%08lx kb:%s files:%lu
at:%s\n
```

Type

Noncritical Error

Source

nsrmmdbd

Description

This message indicates one of the following

- A journal code failure in protecting the data integrity
- An internal bug

This message is logged on start up while searching the records with invalid checksums. 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

Contact Legato Technical Support.



Messages: Y



Messages: Z



Variable Messages



%s appears not to be a database\n

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, */nsr/mm/mnvolume6* on UNIX), then make a copy of the media database and contact Legato Technical Support. Then manually remove the *VolHdr* file and restart the NetWorker software.

<attribute> attribute for jukebox '<jukebox>' is undefined

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 corrupted.

Resolution

- Verify that the autochanger is properly enabled in the Registration window.
- If the autochanger was not configured, run the **jb_config** or **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:
 - Jukeboxes window of the NetWorker Administrator program.
 - Autochanger Operations dialog box of the NetWorker Administrator program.
- Reconfigure the Jukebox resource.

To Reconfigure the Jukebox Resource on UNIX:

1. Shut down the NetWorker daemons using the **nsr_shutdown -a** command.
2. Rename the Jukebox resource file, *nsrjb.res* to *nsrjb.res.old* using the **mv** command. By default, this file is located in the */nsr/res* directory.

3. Restart the NetWorker daemons using the **nsrd** command.
4. Configure the Jukebox resource using the **jb_config** command.
5. If necessary, delete and reenter the Autochanger Module's enabler and authorization codes.

To Reconfigure the Jukebox Resource on Windows:

1. Shut down the NetWorker services, by selecting NetWorker Backup and Recover Server from the Services control panel, and click the Stop button.
2. Rename the Jukebox resource file *nsrjb.res* to *nsrjb.res.old*. By default, this file is located in the *%SystemDrive%\Program Files\nsr\res* directory.
3. Restart the NetWorker server services, by selecting NetWorker Backup Recover Server from the Services control panel and click the Start button.
4. Configure the Jukebox resource using the **jbconfig** command.
5. If necessary, delete and re-enter the Autochanger Module's enabler and authorization codes.

<backup_time_stamp> completed, <n> client(s) (<client>, failed)

Type

Notification

Source

savegrp

Description

This message appears after the specified group's backup has completed. This message specifies:

- The name of the group that was backed up.
- The number of clients in the group.
- The names of each of the clients whose backup failed.

Resolution

- Look through the *daemon.log* file to determine the cause of each failed backup.
- In the Group resource, increase the value assigned to the Client Retries and Inactivity Timeout attributes.
- Try the backup operation again.

%s is an invalid location. Please select another location

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.

<save_set ID or clone_ID> is not a valid save set

Type

Notification

Source

nsrclone, nsrmmmd

Description

The save set ID or clone ID that you specified is invalid. A save set can be specified in one of the two following 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 save set ID or clone ID that you entered and try the operation again.

%s: missing file %s; deleting from database header\n

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 has been scavenged and a new attempt 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 is also 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.



Important: If any of the following files appear in the error message, a fatal error has occurred:

- *clients.**
 - *saveset.**
 - *vol.**
-

Resolution

If this message appears more than once, contact Legato Technical Support.

<client>:not done yet done saving to pool '<pool>' (<volume>)**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 output

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 the following directory:
UNIX: */nsr/logs*
Windows: *%SystemDrive%\Program Files\nsr\logs*
NetWare: *SYS:\NSR\logs*
- The NetWorker Module binaries are not installed on the database server.
- Migration failed and information about the session was not specified in the associated log file.

Resolution

- Use the **mminfo -v -c *client_name* -t *time*** command to determine whether the save set was backed up successfully. The report generated by **mminfo** indicates the completion status in the Flags column. An “a” flag indicates that the backup of the specified save set was aborted.
- Verify that the network protocols are functioning properly. Test by running **ping**.
- Determine whether the drive containing the log file is full. To do this:
UNIX: Run **df /nsr/tmp**.
Windows: Right-click the drive where the NetWorker software is installed and select Properties.
- Verify that any NetWorker Module binaries are installed on the associated database server.

No '<resource>' resource for client <client>

Type

Fatal Error

Source

savegrp, savenpc

Description

The **savefs** program was unable to locate the client information associated with the specified client. When you specify the **-c** option with the **savegrp** command, only the specified clients are used for the operation. This problem might occur when:

- The client's hostname was changed.
- The Client resource for the specified client was deleted during a backup session.

Resolution

- Check the validity of the client's hostname using **ping** and **nslookup**.
- Make sure that the alias associated with the client is specified in the Aliases attribute of the associated Client resource.
- Make sure that the Client resource is defined.

<client>: <save_point>: No save sets with this name were found in the media database; performing a full backup

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.

<x> of 2 save set(s) reading from <volume> <y> KB of <z> KB

Type

Informational

Source

savegrp

Description

This message appears during a save set consolidation session. The parameters are defined as follows:

- **<x>**: The save set that is being consolidated.
- **<volume>**: The location of the save set **<x>**.
- **<y>**: The amount of data (from save set **<x>**) that has been consolidated so far.
- **<z>**: The total amount of data (from save set **<x>**) that needs to be consolidated.

For large save sets, many of these messages appear during the save set consolidation session.

Resolution

No action required.

<volume> reading: Input/output error

Type

Notification

Source

nsrmmd

Description

An inventory was performed on an autochanger that contained an unlabeled volume.

After a volume is loaded into a drive, the **nsrjb** program requests **nsrd** to have the **nsrmmd** process read the volume's label. If an error occurs while the **nsrmmd** process is reading the label, the **nsrjb** program indicates that the volume label is unreadable by displaying this message.

Resolution

- Reset the autochanger using the **nsrjb -HE** command.
- Label any unlabeled volumes currently loaded in the autochanger.
- Inventory the autochanger using the **nsrjb -I** command.

<volume> was being written before crash

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.

<client>: <file_path> will retry <n> more time(s)

Type

Informational

Source

savegrp

Description

- The backup of the specified client's file failed.
- or
- The **savegrp** program was unable to perform a query on the specified client to determine which files have changed since the previous backup.

If the backup of the specified file failed, **savegrp** attempts to back up the file *n* more times.

If **savegrp** was unable to perform a query on the specified client, **savegrp** attempts to query the file on the specified client *n* more times.

The initial value of *n* is the value specified for the Client Retries attribute in the associated client's Group resource. The value of *n* decreases by one (1) 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

- Verify network connectivity.
- Make sure that the client is up and running.