



# **NDMP error messages**

**ONTAP 9**

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# NDMP error messages

## Network communication error

- **Message**

`Network communication error`

- **Cause**

Communication to a remote tape in an NDMP three-way connection has failed.

- **Corrective action**

Check the network connection to the remote mover.

## Message from Read Socket: error\_string

- **Message**

`Message from Read Socket: error_string`

- **Cause**

Restore communication from the remote tape in NDMP 3-way connection has errors.

- **Corrective action**

Check the network connection to the remote mover.

## Message from Write Dirnet: error\_string

- **Message**

`Message from Write Dirnet: error_string`

- **Cause**

Backup communication to a remote tape in an NDMP three-way connection has an error.

- **Corrective action**

Check the network connection to the remote mover.

## Read Socket received EOF

- **Message**

`Read Socket received EOF`

- **Cause**

Attempt to communicate with a remote tape in an NDMP three-way connection has reached the End Of File mark. You might be attempting a three-way restore from a backup image with a larger block size.

- **Corrective action**

Specify the correct block size and retry the restore operation.

## **ndmpd invalid version number: version\_number ``**

- **Message**

```
ndmpd invalid version number: version_number
```

- **Cause**

The NDMP version specified is not supported by the storage system.

- **Corrective action**

Specify NDMP version 4.

## **ndmpd session session\_ID not active**

- **Message**

```
ndmpd session session_ID not active
```

- **Cause**

The NDMP session might not exist.

- **Corrective action**

Use the `ndmpd status` command to view the active NDMP sessions.

## **Could not obtain vol ref for Volume volume\_name**

- **Message**

```
Could not obtain vol ref for Volume vol_name
```

- **Cause**

The volume reference could not be obtained because the volume might be in use by other operations.

- **Corrective action**

Retry the operation later.

## Data connection type ["NDMP4\_ADDR\_TCP"|"NDMP4\_ADDR\_TCP\_IPv6"] not supported for ["IPv6"|"IPv4"] control connections

- **Message**

Data connection type ["NDMP4\_ADDR\_TCP"|"NDMP4\_ADDR\_TCP\_IPv6"] not supported for ["IPv6"|"IPv4"] control connections

- **Cause**

In node-scoped NDMP mode, the NDMP data connection established must be of the same network address type (IPv4 or IPv6) as the NDMP control connection.

- **Corrective action**

Contact your backup application vendor.

## DATA LISTEN: CAB data connection prepare precondition error

- **Message**

DATA LISTEN: CAB data connection prepare precondition error

- **Cause**

NDMP data listen fails when the backup application has negotiated the CAB extension with the NDMP server and there is a mismatch in the specified NDMP data connection address type between the NDMP\_CAB\_DATA\_CONN\_PREPARE and the NDMP\_DATA\_LISTEN messages.

- **Corrective action**

Contact your backup application vendor.

## DATA CONNECT: CAB data connection prepare precondition error

- **Message**

DATA CONNECT: CAB data connection prepare precondition error

- **Cause**

NDMP data connect fails when the backup application has negotiated the CAB extension with the NDMP server and there is a mismatch in the specified NDMP data connection address type between the NDMP\_CAB\_DATA\_CONN\_PREPARE and the NDMP\_DATA\_CONNECT messages.

- **Corrective action**

Contact your backup application vendor.

## Error:show failed: Cannot get password for user '<username>'

- **Message**

Error: show failed: Cannot get password for user '<username>'

- **Cause**

Incomplete user account configuration for NDMP

- **Corrective action**

Ensure that the user account is associated with the SSH access method and the authentication method is user password.

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