

# Error messages for tape backup and restore of FlexVol volumes

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# Error messages for tape backup and restore of FlexVol volumes

## Backup and restore error messages

#### Resource limitation: no available thread

#### Message

Resource limitation: no available thread

#### Cause

The maximum number of active local tape I/O threads is currently in use. You can have a maximum of 16 active local tape drives.

#### · Corrective action

Wait for some tape jobs to finish before starting a new backup or restore job.

## Tape reservation preempted

#### Message

Tape reservation preempted

#### Cause

The tape drive is in use by another operation or the tape has been closed prematurely.

#### Corrective action

Ensure that the tape drive is not in use by another operation and that the DMA application has not aborted the job and then retry.

#### Could not initialize media

## Message

Could not initialize media

#### Cause

You might get this error for one of the following reasons:

- The tape drive used for the backup is corrupt or damaged.
- The tape does not contain the complete backup or is corrupt.
- The maximum number of active local tape I/O threads is currently in use.

You can have a maximum of 16 active local tape drives.

#### Corrective action

- If the tape drive is corrupt or damaged, retry the operation with a valid tape drive.
- If the tape does not contain the complete backup or is corrupt, you cannot perform the restore operation.
- If tape resources are not available, wait for some of the backup or restore jobs to finish and then retry the operation.

## Maximum number of allowed dumps or restores (maximum session limit) in progress

#### Message

Maximum number of allowed dumps or restores (maximum session limit) in progress

#### Cause

The maximum number of backup or restore jobs is already running.

#### Corrective action

Retry the operation after some of the currently running jobs have finished.

## Media error on tape write

#### Message

Media error on tape write

#### Cause

The tape used for the backup is corrupted.

#### Corrective action

Replace the tape and retry the backup job.

## Tape write failed

#### Message

Tape write failed

#### Cause

The tape used for the backup is corrupted.

#### Corrective action

Replace the tape and retry the backup job.

## Tape write failed - new tape encountered media error

#### Message

Tape write failed - new tape encountered media error

#### Cause

The tape used for the backup is corrupted.

#### Corrective action

Replace the tape and retry the backup.

## Tape write failed - new tape is broken or write protected

#### Message

Tape write failed - new tape is broken or write protected

#### Cause

The tape used for the backup is corrupted or write-protected.

#### Corrective action

Replace the tape and retry the backup.

## Tape write failed - new tape is already at the end of media

#### Message

Tape write failed - new tape is already at the end of media

#### Cause

There is not enough space on the tape to complete the backup.

#### Corrective action

Replace the tape and retry the backup.

## Tape write error

#### Message

Tape write error - The previous tape had less than the required minimum capacity, size MB, for this tape operation, The operation should be restarted from the beginning

#### Cause

The tape capacity is insufficient to contain the backup data.

#### Corrective action

Use tapes with larger capacity and retry the backup job.

## Media error on tape read

#### Message

Media error on tape read

#### Cause

The tape from which data is being restored is corrupted and might not contain the complete backup data.

#### Corrective action

If you are sure that the tape has the complete backup, retry the restore operation. If the tape does not contain the complete backup, you cannot perform the restore operation.

## Tape read error

#### Message

Tape read error

#### Cause

The tape drive is damaged or the tape does not contain the complete backup.

#### · Corrective action

If the tape drive is damaged, use another tape drive. If the tape does not contain the complete backup, you cannot restore the data.

## Already at the end of tape

#### Message

Already at the end of tape

#### Cause

The tape does not contain any data or must be rewound.

#### Corrective action

If the tape does not contain data, use the tape that contains the backup and retry the restore job. Otherwise, rewind the tape and retry the restore job.

## Tape record size is too small. Try a larger size.

#### Message

Tape record size is too small. Try a larger size.

#### Cause

The blocking factor specified for the restore operation is smaller than the blocking factor that was used during the backup.

#### · Corrective action

Use the same blocking factor that was specified during the backup.

## Tape record size should be block\_size1 and not block\_size2

#### Message

Tape record size should be block size1 and not block size2

#### Cause

The blocking factor specified for the local restore is incorrect.

#### · Corrective action

Retry the restore job with block size1 as the blocking factor.

## Tape record size must be in the range between 4KB and 256KB

#### Message

Tape record size must be in the range between 4KB and 256KB

#### Cause

The blocking factor specified for the backup or restore operation is not within the permitted range.

#### Corrective action

Specify a blocking factor in the range of 4 KB to 256 KB.

## **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.

## **Dump error messages**

## **Destination volume is read-only**

#### Message

Destination volume is read-only

#### Cause

The path to which the restore operation is attempted to is read-only.

#### Corrective action

Try restoring the data to a different location.

## **Destination qtree is read-only**

#### Message

Destination qtree is read-only

#### Cause

The qtree to which the restore is attempted to is read-only.

#### Corrective action

Try restoring the data to a different location.

## Dumps temporarily disabled on volume, try again

#### Message

Dumps temporarily disabled on volume, try again

#### Cause

NDMP dump backup is attempted on a SnapMirror destination volume that is part of either a snapmirror break or a snapmirror resync operation.

#### Corrective action

Wait for the snapmirror break or snapmirror resync operation to finish and then perform the dump operation.



Whenever the state of a SnapMirror destination volume changes from read/write to read-only or from read-only to read/write, you must perform a baseline backup.

## NFS labels not recognized

#### Message

Error: Aborting: dump encountered NFS security labels in the file system

#### Cause

NFS security labels are supported Beginning with ONTAP 9.9.1 when NFSv4.2 is enabled. However, NFS

security labels are not currently recognized by the dump engine. If it encounters any NFS security labels on the files, directories, or any special files in any format of dump, the dump fails.

#### Corrective action

Verify that no files or directories have NFS security labels.

#### No files were created

#### Message

No files were created

#### Cause

A directory DAR was attempted without enabling the enhanced DAR functionality.

#### Corrective action

Enable the enhanced DAR functionality and retry the DAR.

#### Restore of the file <file name> failed

#### Message

Restore of the file file name failed

#### Cause

When a DAR (Direct Access Recovery) of a file whose file name is the same as that of a LUN on the destination volume is performed, then the DAR fails.

#### Corrective action

Retry DAR of the file.

#### Truncation failed for src inode <inode number>...

#### Message

Truncation failed for src inode <inode number>. Error <error number>. Skipping inode.

#### Cause

Inode of a file is deleted when the file is being restored.

#### · Corrective action

Wait for the restore operation on a volume to complete before using that volume.

## Unable to lock a snapshot needed by dump

#### Message

Unable to lock a snapshot needed by dump

#### Cause

The Snapshot copy specified for the backup is not available.

#### Corrective action

Retry the backup with a different Snapshot copy.

Use the snap list command to see the list of available Snapshot copies.

## Unable to locate bitmap files

#### Message

Unable to locate bitmap files

#### Cause

The bitmap files required for the backup operation might have been deleted. In this case, the backup cannot be restarted.

#### Corrective action

Perform the backup again.

## Volume is temporarily in a transitional state

#### Message

Volume is temporarily in a transitional state

#### Cause

The volume being backed up is temporarily in an unmounted state.

#### Corrective action

Wait for some time and perform the backup again.

## **SMTape error messages**

### Chunks out of order

#### Message

Chunks out of order

#### Cause

The backup tapes are not being restored in the correct sequence.

#### Corrective action

Retry the restore operation and load the tapes in the correct sequence.

## **Chunk format not supported**

#### Message

Chunk format not supported

#### Cause

The backup image is not of SMTape.

#### Corrective action

If the backup image is not of SMTape, retry the operation with a tape that has the SMTape backup.

## Failed to allocate memory

#### Message

Failed to allocate memory

### Cause

The system has run out of memory.

#### Corrective action

Retry the job later when the system is not too busy.

## Failed to get data buffer

#### Message

Failed to get data buffer

#### Cause

The storage system ran out of buffers.

#### Corrective action

Wait for some storage system operations to finish and then retry the job.

## Failed to find snapshot

#### Message

Failed to find snapshot

#### Cause

The Snapshot copy specified for the backup is unavailable.

#### Corrective action

Check if the specified Snapshot copy is available. If not, retry with the correct Snapshot copy.

## Failed to create snapshot

#### Message

Failed to create snapshot

#### Cause

The volume already contains the maximum number of Snapshot copies.

#### Corrective action

Delete some Snapshot copies and then retry the backup operation.

## Failed to lock snapshot

#### Message

Failed to lock snapshot

#### Cause

The Snapshot copy is either in use or has been deleted.

#### Corrective action

If the Snapshot copy is in use by another operation, wait for that operation to finish and then retry the backup. If the Snapshot copy has been deleted, you cannot perform the backup.

## Failed to delete snapshot

#### Message

Failed to delete snapshot

#### Cause

The auto Snapshot copy could not be deleted because it is in use by other operations.

#### Corrective action

Use the snap command to determine the status of the Snapshot copy. If the Snapshot copy is not required, delete it manually.

## Failed to get latest snapshot

#### Message

Failed to get latest snapshot

#### Cause

The latest Snapshot copy might not exist because the volume is being initialized by SnapMirror.

#### · Corrective action

Retry after initialization is complete.

## Failed to load new tape

#### Message

Failed to load new tape

#### Cause

Error in tape drive or media.

#### Corrective action

Replace the tape and retry the operation.

## Failed to initialize tape

#### Message

Failed to initialize tape

#### Cause

You might get this error message for one of the following reasons:

- The backup image is not of SMTape.
- The tape blocking factor specified is incorrect.
- The tape is corrupt or damaged.
- The wrong tape is loaded for restore.

#### Corrective action

- If the backup image is not of SMTape, retry the operation with a tape that has SMTape backup.
- If the blocking factor is incorrect, specify the correct blocking factor and retry the operation.

- If the tape is corrupt, you cannot perform the restore operation.
- If the wrong tape is loaded, retry the operation with the correct tape.

#### Failed to initialize restore stream

#### Message

Failed to initialize restore stream

#### Cause

You might get this error message for one of the following reasons:

- The backup image is not of SMTape.
- The tape blocking factor specified is incorrect.
- The tape is corrupt or damaged.
- The wrong tape is loaded for restore.

#### Corrective action

- If the backup image is not of SMTape, retry the operation with a tape that has the SMTape backup.
- If the blocking factor is incorrect, specify the correct blocking factor and retry the operation.
- If the tape is corrupt, you cannot perform the restore operation.
- If the wrong tape is loaded, retry the operation with the correct tape.

## Failed to read backup image

#### Message

Failed to read backup image

#### Cause

The tape is corrupt.

#### Corrective action

If the tape is corrupt, you cannot perform the restore operation.

## Image header missing or corrupted

## Message

Image header missing or corrupted

#### Cause

The tape does not contain a valid SMTape backup.

#### Corrective action

Retry with a tape containing a valid backup.

#### Internal assertion

#### Message

Internal assertion

#### Cause

There is an internal SMTape error.

#### Corrective action

Report the error and send the etc/log/backup file to technical support.

## Invalid backup image magic number

#### Message

Invalid backup image magic number

#### Cause

The backup image is not of SMTape.

#### Corrective action

If the backup image is not of SMTape, retry the operation with a tape that has the SMTape backup.

## Invalid backup image checksum

#### Message

Invalid backup image checksum

#### Cause

The tape is corrupt.

#### Corrective action

If the tape is corrupt, you cannot perform the restore operation.

## Invalid input tape

#### Message

Invalid input tape

#### Cause

The signature of the backup image is not valid in the tape header. The tape has corrupted data or does not contain a valid backup image.

#### Corrective action

Retry the restore job with a valid backup image.

## Invalid volume path

#### Message

Invalid volume path

#### Cause

The specified volume for the backup or restore operation is not found.

#### Corrective action

Retry the job with a valid volume path and volume name.

## Mismatch in backup set ID

#### Message

Mismatch in backup set ID

#### Cause

The tape loaded during a tape change is not a part of the backup set.

#### Corrective action

Load the correct tape and retry the job.

## Mismatch in backup time stamp

#### Message

Mismatch in backup time stamp

#### Cause

The tape loaded during a tape change is not a part of the backup set.

#### Corrective action

Use the smtape restore -h command to verify the header information of a tape.

## Job aborted due to shutdown

#### Message

Job aborted due to shutdown

#### Cause

The storage system is being rebooted.

#### Corrective action

Retry the job after the storage system reboots.

## Job aborted due to Snapshot autodelete

#### Message

Job aborted due to Snapshot autodelete

#### Cause

The volume does not have enough space and has triggered the automatic deletion of Snapshot copies.

#### Corrective action

Free up space in the volume and retry the job.

## Tape is currently in use by other operations

#### Message

Tape is currently in use by other operations

#### Cause

The tape drive is in use by another job.

#### Corrective action

Retry the backup after the currently active job is finished.

## Tapes out of order

#### Message

Tapes out of order

#### Cause

The first tape of the tape sequence for the restore operation does not have the image header.

#### Corrective action

Load the tape with the image header and retry the job.

## **Transfer failed (Aborted due to MetroCluster operation)**

#### Message

Transfer failed (Aborted due to MetroCluster operation)

#### Cause

The SMTape operation is aborted because of a switchover or switchback operation.

#### Corrective action

Perform the SMTape operation after the switchover or switchback operation finishes.

## Transfer failed (ARL initiated abort)

#### Message

```
Transfer failed (ARL initiated abort)
```

#### Cause

While an SMTape operation is in progress if an aggregate relocation is initiated, then the SMTape operation is aborted.

#### · Corrective action

Perform the SMTape operation after the aggregate relocation operation finishes.

## **Transfer failed (CFO initiated abort)**

#### Message

```
Transfer failed (CFO initiated abort)
```

#### Cause

The SMTape operation is aborted because of a storage failover (takeover and giveback) operation of a CFO aggregate.

#### · Corrective action

Perform the SMTape operation after the storage failover of the CFO aggregate finishes.

## Transfer failed (SFO initiated abort)

#### Message

```
Transfer failed (SFO initiated abort)
```

#### Cause

The SMTape operation is aborted because of a storage failover (takeover and giveback) operation.

#### · Corrective action

Perform the SMTape operation after the storage failover (takeover and giveback) operation finishes.

## **Underlying aggregate under migration**

#### Message

Underlying aggregate under migration

#### Cause

If an SMTape operation is initiated on an aggregate that is under migration (storage failover or aggregate relocation), then the SMTape operation fails.

#### · Corrective action

Perform the SMTape operation after the aggregate migration finishes.

## Volume is currently under migration

#### Message

Volume is currently under migration

#### Cause

Volume migration and SMTape backup cannot run simultaneously.

#### · Corrective action

Retry the backup job after the volume migration is complete.

#### Volume offline

#### Message

Volume offline

#### Cause

The volume being backed up is offline.

#### Corrective action

Bring the volume online and retry the backup.

#### Volume not restricted

#### Message

Volume not restricted

## Cause

The destination volume to which data is being restored is not restricted.

## Corrective action

Restrict the volume and retry the restore operation.

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