

# Resolving data storage problems

Last Updated: 2021-05-04

If you are experiencing a problem in storing or retrieving data, several methods are available to help you resolve the problem.

- **Resolving unreadable data problems**

You might receive unreadable data during import or node replication processes related to a lack of code page conversion during these processes.

- **Checking the server activity log to resolve data storage issues**

Check the server activity log for other messages occurring 30 minutes before and 30 minutes after the time of the error.

- **Checking HELP for messages issued for a data storage problem**

Check HELP for any messages issued by IBM Spectrum Protect™.

- **Recreating the data storage problem**

If a problem can be easily or consistently recreated, it might be possible to isolate the cause of the problem to a specific sequence of events.

- **Resolving data storage errors related to reading or writing to a device**

If there is an error due to reading or writing data from a device, many systems and devices record information in a system error log file. For example, the `errpt` file for AIX® and the Event Log file for Windows.

- **Changing the storage hierarchy to resolve data storage problems**

The storage hierarchy includes the defined storage pools and the relationships between the storage pool on the server.

- **Changing the server policies to resolve data storage problems**

The server policy attributes that directly relate to data storage are the copy group destinations for backup and archive copy groups. Similarly, the management class, MIGDESTINATION, also impacts where data stored.

- **Resolving a data storage backup or copy problem that occurs only with a specific node**

If you cannot backup or copy data to a specific node, you might not have an active data pool listed in your active destinations. These are specified in the node policy domain.

- **Resolving a data storage problem that occurs only for a specific volume**

If problems occur only for a specific storage volume, there might be an error with the volume itself, whether the volume is sequential media or DISK.

- **Hints and tips for storage**

The hints and tips that are gathered here are from actual problem experiences. You might find that one of the solutions is right to fix your IBM Spectrum Protect problem.

- **Resolving SCSI device problems**

Tape drives and libraries might report information back to IBM Spectrum Protect about the error encountered. This information is reported in one or more of the messages.

- **Resolving sequential media volume (tape) errors through messages ANR0542W or ANR8778W**

Problems occurring with sequential media volumes can be revealed through error messages ANR0542W and ANR8778W.