



# Error messages for tape backup and restore of FlexVol volumes

ONTAP 9

NetApp  
June 12, 2023

# Table of Contents

- Error messages for tape backup and restore of FlexVol volumes . . . . . 1
  - Backup and restore error messages . . . . . 1
  - NDMP error messages . . . . . 5
  - Dump error messages . . . . . 8
  - SMTape error messages . . . . . 11

# 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.

## Copyright information

Copyright © 2023 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

## Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.