



# Troubleshoot XCP NFS errors

XCP 1.6.2

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# Troubleshoot XCP NFS errors

XCP issue	Solution
xcp: ERROR: must run as root	Execute XCP commands as root user
xcp: ERROR: License file /opt/NetApp/xFiles/xcp/license not found.	Download the license from <a href="https://xcp.netapp.com">https://xcp.netapp.com</a> and copy to /opt/NetApp/xFiles/xcp/
xcp: ERROR: This license has expired	Renew or obtain the new XCP license from <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> .
xcp: ERROR: License unreadable	License file might be corrupted. Obtain the new XCP license from <a href="http://xcp.netapp.com">http://xcp.netapp.com</a> .
xcp: ERROR: XCP not activated, run 'activate' first	Run the xcp activate command
This copy is not licensed	Obtain the appropriate XCP license file. Copy the XCP license to the /opt/NetApp/xFiles/xcp/ directory on the XCP server. Run the xcp activate command to activate the license.
xcp: ERROR: Failed to activate license: Server unreachable	You are trying to activate the online license and your host system is not connected to internet. Make sure your system is connected internet.
xcp: ERROR: Failed to activate license: Server xcp.netapp.com unreachable xcp: HINT: Configure DNS on this host or return to the license page to request a private license Expected error: Failed to activate license: Server xcp.netapp.com unreachable	Make sure xcp.netapp.com is reachable from your host or request for the offline license
xcp: ERROR: Catalog inaccessible: Cannot mount nfs_server:/export[:subdirectory]	Open the editor on the XCP Linux client host and update the configuration file with the proper catalog location. The XCP configuration file is located at /opt/NetApp/xFiles/xcp/xcp.ini. Sample entries of configuration file:  <pre>[root@scspr1949387001 ~]# cat /opt/NetApp/xFiles/xcp/xcp.ini # Sample xcp config [xcp] catalog = 10.235.128.153:/catalog</pre>
nfs3 error 2: no such file or directory	Operation did not find the source file(s) on the target NFS export. Run the xcp sync command to copy the incremental updates from source to destination

XCP issue	Solution
xcp: ERROR: Empty or invalid index	Previous copy operation was interrupted before indexing the files. Rerun <b>xcp copy</b> with the new index and make sure the system returns “indexed” before interrupting copy
xcp: ERROR: compare batches: child process failed (exit code -9): recv <type 'exceptions.EOFError'>:	Follow the instructions in the following KB article: <a href="#">Cannot allocate memory when synching NFS data</a>
xcp: ERROR: For xcp to process ACLs, please mount <path> using the OS nfs4 client	Mount the source/target on the XCP host

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