



# **NDMP error messages**

ONTAP 9

NetApp  
July 21, 2023

# Table of Contents

- NDMP error messages. . . . . 1
  - Network communication error . . . . . 1
  - Message from Read Socket: error\_string . . . . . 1
  - Message from Write Dirnet: error\_string . . . . . 1
  - Read Socket received EOF . . . . . 1
  - ndmpd invalid version number: version\_number `` . . . . . 2
  - ndmpd session session\_ID not active . . . . . 2
  - Could not obtain vol ref for Volume volume\_name . . . . . 2
  - Data connection type ["NDMP4\_ADDR\_TCP"|"NDMP4\_ADDR\_TCP\_IPv6"] not supported for ["IPv6"|"IPv4"] control connections . . . . . 3
  - DATA LISTEN: CAB data connection prepare precondition error . . . . . 3
  - DATA CONNECT: CAB data connection prepare precondition error . . . . . 3
  - Error:show failed: Cannot get password for user '<username>' . . . . . 4

# 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.

## 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.