



# **SMTape error messages**

**ONTAP 9**

NetApp  
February 20, 2026

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# 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 specified for the backup is unavailable.

- **Corrective action**

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

## Failed to create snapshot

- **Message**

Failed to create snapshot

- **Cause**

The volume already contains the maximum number of snapshots.

- **Corrective action**

Delete some snapshots and then retry the backup operation.

## Failed to lock snapshot

- **Message**

Failed to lock snapshot

- **Cause**

The snapshot is either in use or has been deleted.

- **Corrective action**

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

## Failed to delete snapshot

- **Message**

Failed to delete snapshot

- **Cause**

The auto snapshot 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. If the snapshot is not required, delete it manually.

## Failed to get latest snapshot

- **Message**

Failed to get latest snapshot

- **Cause**

The latest snapshot 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 snapshots.

- **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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