Error messages for tape backup and restore of FlexVol volumes

ONTAP 9

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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.
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