NDMP error messages
ONTAP 9
NetApp
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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.