SMTape error messages

ONTAP 9

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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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