



# Troubleshooting SnapDrive issues

## SnapManager Oracle

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# Troubleshooting SnapDrive issues

There are a few common issues you might run into when using SnapManager with SnapDrive products.

First, you must determine if the issue is related to SnapManager for Oracle or SnapDrive. If the issue is a SnapDrive error, SnapManager for Oracle gives an error message similar to:

```
SMO-12111: Error executing snapdrive command "<snapdrive command>":  
<snapdrive error>
```

The following is an example of a SnapDrive error message where SMO-12111 is the SnapManager error number. The 0001-770 numbering scheme represents SnapDrive for UNIX errors.

```
SMO-12111: Error executing snapdrive command  
"/usr/sbin/snapdrive snap restore -file  
/mnt/pathname/ar_anzio_name_10gR2_arrac1/data/undotbs02.dbf  
-snapname pathname.company.com:  
/vol/ar_anzio_name_10gR2_arrac1:  
TEST_ARRAC1_YORKTOW_arrac12_F_C_0_8abc01b20f9ec03d010f9ec06bee0001_0":  
0001-770  
Admin error: Inconsistent number of files returned when listing contents  
of  
/vol/ar_anzio_name_10gR2_arrac1/.snapshot/  
TEST_ARRAC1_YORKTOW_arrac12_F_C_0_8abc01b20f9ec03d010f9ec06bee0001_0/data  
on filer pathname.
```

The following are the most common SnapDrive for UNIX error messages related to LUN discovery, configuration issues, and space. If you receive any of these errors, see the Troubleshooting chapter of the *SnapDrive Installation and Administration Guide*.

Symptom	Explanation
0001-136 Admin error: Unable to log on to filer: <filer> Please set user name and/or password for <filer>	Initial SnapDrive configuration
0001-382 Admin error: Multipathing rescan failed	LUN discovery error
0001-462 Admin error: Failed to unconfigure multipathing for <LUN>: spd5: cannot stop device. Device busy.	LUN discovery error
0001-476 Admin error: Unable to discover the device associated with ... 0001-710 Admin error: OS refresh of LUN failed ...	LUN discovery error

Symptom	Explanation
0001-680 Admin error: Host OS requires an update to internal data to allow LUN creation or connection. Use 'snapdrive config prepare luns' or update this information manually...	LUN discovery error
0001-817 Admin error: Failed to create volume clone ... : FlexClone not licensed	Initial SnapDrive configuration
0001-878 Admin error: HBA assistant not found. Commands involving LUNs should fail.	LUN discovery error

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