

# Veritas NetBackup™ Appliance Troubleshooting Guide

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**VERITAS™**

# Veritas NetBackup™ Appliance Troubleshooting Guide

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## Documentation

Make sure that you have the current version of the documentation. Each document displays the date of the last update on page 2. The latest documentation is available on the Veritas website:

[https://www.veritas.com/content/support/en\\_US/dpp.Appliances.html](https://www.veritas.com/content/support/en_US/dpp.Appliances.html)

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## Veritas Services and Operations Readiness Tools (SORT)

Veritas Services and Operations Readiness Tools (SORT) is a website that provides information and tools to automate and simplify certain time-consuming administrative tasks. Depending on the product, SORT helps you prepare for installations and upgrades, identify risks in your datacenters, and improve operational efficiency. To see what services and tools SORT provides for your product, see the data sheet:

[https://sort.veritas.com/data/support/SORT\\_Data\\_Sheet.pdf](https://sort.veritas.com/data/support/SORT_Data_Sheet.pdf)

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# About using the Troubleshooting Guide

This chapter includes the following topics:

- [About this guide](#)
- [About the intended audience](#)

## About this guide

This guide provides an overview of how to troubleshoot NetBackup Appliance software and hardware issues. It includes a list of general troubleshooting steps you should take if you experience an issue and an explanation of the appliance troubleshooting tools and log files.

If you need more specific troubleshooting information about a particular issue, go to the [Appliances page](#) on the Veritas Support website. You can use the search function to look for articles relating to specific issues.

## About the intended audience

This guide is intended for the end users including system administrators and IT technicians who are tasked with maintaining the NetBackup Appliance.

# General troubleshooting steps

This chapter includes the following topics:

- [About troubleshooting the NetBackup Appliance](#)
- [About disaster recovery on a NetBackup Appliance](#)
- [About contacting Technical Support](#)
- [Determining the NetBackup Appliance serial number](#)
- [About password management and recovery](#)

## About troubleshooting the NetBackup Appliance

If you experience any issues with your NetBackup Appliance, use the following steps as a guide to help you resolve the problem. The steps provide links to more specific troubleshooting information. You can also find troubleshooting information for specific issues from the [Appliances page](#) on the Technical Support website. Use the search function to look for articles relating to your particular issue.

If you cannot resolve the problem on your own, it is important that you can define the problem and collect any supporting information. When you reach this point, you should contact Technical Support. A technical support representative works with you to diagnose the problem and produce a satisfactory resolution.

**Table 2-1**      Steps for troubleshooting NetBackup Appliance problems

Step	Action	Description
Step 1	Note the error message	<p>To note what has gone wrong with the appliance you can use the following options:</p> <ul style="list-style-type: none"> <li>■ Error messages are usually the vehicle for telling you something went wrong. Refer to the appliance error message documentation and confirm the <b>recommended action</b>. See <a href="#">“Error messages displayed during initial configuration”</a> on page 33. See <a href="#">“Error messages displayed on the NetBackup Appliance Web Console”</a> on page 35. See <a href="#">“Error messages displayed on the NetBackup Appliance Shell Menu”</a> on page 53.</li> <li>■ If you don’t see an error message in an interface, but still suspect a problem, you can: <ul style="list-style-type: none"> <li>■ Use the <b>Monitor &gt; Hardware</b> tab from the NetBackup Appliance Web Console to monitor the hardware, the storage devices, and all the components that are associated with them.</li> <li>■ Execute a hardware self-test from the NetBackup Appliance Shell Menu using the <code>Support &gt; Test</code> command. On completion of the hardware self test, a detailed hardware monitoring report is displayed on the NetBackup Appliance Shell Menu that can help you identify the exact issue with your appliance.</li> <li>■ Check the NetBackup Appliance reports and logs. The logs show you what went wrong and the operation that was ongoing when the problem occurred. See <a href="#">“About NetBackup Appliance log files”</a> on page 23.</li> </ul> </li> <li>■ If you can easily access the appliance hardware, you can identify the issues using LEDs. For more information about LED locations and interpreting them, refer to the <i>NetBackup Appliance Hardware Installation Guides</i></li> </ul>



**Table 2-1**      Steps for troubleshooting NetBackup Appliance problems  
*(continued)*

Step	Action	Description
Step 2	Identify what you were doing when the problem occurred	<p>Ask the following questions:</p> <ul style="list-style-type: none"> <li>■ What operation was tried?</li> <li>■ What method did you use?  For example, more than one way exists to install software on a client. Also more than one possible interface exists to use for many operations. Some operations can be performed with a script.</li> <li>■ What type of server platform and operating system was involved?</li> <li>■ If your site uses both the master server and the media server, was it a master server or a media server?</li> <li>■ If a client was involved, what type of client was it?</li> <li>■ Have you performed the operation successfully in the past? If so, what is different now?</li> <li>■ What is the software version level?</li> <li>■ Do you use operating system software with the latest fixes supplied?</li> <li>■ Is your device firmware at a level, or higher than the level, at which it has been tested according to the posted device compatibility lists?</li> </ul>
Step 3	Record all information	<p>Capture potentially valuable information:</p> <ul style="list-style-type: none"> <li>■ Progress logs</li> <li>■ Reports</li> <li>■ Utility Reports</li> <li>■ Debug logs</li> <li>■ Check for error or status messages in the system log and Event Viewer application in case of a Windows computer.</li> </ul> <p><b>Note:</b> To start the Event Viewer, from the <b>Start</b> menu, click <b>All Programs &gt; Administrative Tools &gt; Event Viewer</b>.</p> <ul style="list-style-type: none"> <li>■ Error or status messages in dialog boxes</li> </ul> <p>See <a href="#">"About NetBackup Appliance log files"</a> on page 23.</p>

**Table 2-1**      Steps for troubleshooting NetBackup Appliance problems  
*(continued)*

Step	Action	Description
Step 4	Correct the problem	<p>If you define the issue as a NetBackup Appliance issue, you can find additional troubleshooting information from the <a href="#">Appliances page</a> on the Technical Support website. Use the search bar at the top of the page to look for articles relating to specific issues.</p> <p>If you define the issue as a NetBackup issue, you can use the following information to correct it:</p> <ul style="list-style-type: none"> <li>■ Take the corrective action as recommended by the status code or message.  See <a href="#">“NetBackup status codes applicable for NetBackup Appliance”</a> on page 62.  For more information, refer to the <i>NetBackup Status Code Reference Guide</i>.</li> <li>■ If no status code or message exists, or the actions for the status code do not solve the problem, use additional troubleshooting procedures to isolate common problems.  See <a href="#">“About NetBackup support utilities”</a> on page 20.  See the <i>NetBackup Troubleshooting Guide</i> for additional information specific to NetBackup.</li> </ul>
Step 5	Complete a problem report for Technical Support	<p>If you can identify the logs that can help resolve the issue, collect the appropriate logs. If you cannot identify the required logs for resolving the problem, contact Technical Support to get advice on which logs to collect. If your troubleshooting is unsuccessful, prepare to contact Technical Support by filling out a problem report.</p> <p>See <a href="#">“About contacting Technical Support”</a> on page 11.  See <a href="#">“About NetBackup Appliance log files”</a> on page 23.</p>
Step 6	Contact Technical Support	<p>The Veritas Technical Support website has a wealth of information that can help you solve NetBackup Appliance problems.</p> <p>Access Technical Support at the following URL:  <a href="http://www.veritas.com/support">www.veritas.com/support</a></p> <p>See <a href="#">“About contacting Technical Support”</a> on page 11.</p>

See [“Enabling and disabling VxMS logging”](#) on page 30.

# About disaster recovery on a NetBackup Appliance

In a disaster recovery situation, it is critical to determine the cause of the disaster and recover as much data from the appliance as possible. Therefore, before you attempt to recover your appliance, contact Technical Support.

The environment that you have configured around your appliance plays an important role on the level of recovery you can achieve. An environment that consists of a standalone primary (master server) appliance offers the least number of recovery solutions. A failure that is severe enough to bring your appliance down may mean that it is impossible to recover the data on the system. Veritas support engineers work with you to determine whether they can recover your appliance. If your appliance is not recoverable, then Support may suggest that you rebuild your appliance. If that option is not feasible, then you may need to replace your appliance completely.

The following disaster scenarios are provided as a guide to help you get your appliance running after a disaster.

Hardware-related scenarios:

- [Appliance sustained power interruption](#)
- [Appliance hardware failure](#)
- [Complete loss of appliance with recoverable operating system drives and attached storage disks](#)
- [Complete loss of appliance with recoverable attached storage disks](#)
- [Complete loss of appliance and attached storage disks](#)

Software-related scenarios:

- [Appliance software corruption](#)
- [Appliance database corruption](#)
- [Appliance catalog corruption](#)
- [Appliance operating system corruption](#)

## About contacting Technical Support

The Technical Support website has a wealth of information that can help you solve NetBackup Appliance problems. You can access Technical Support at the following URL:

[www.veritas.com/support](http://www.veritas.com/support)

When you report an issue to Support, keep the following information at hand:

- Locate and note the serial number of your appliance, storage devices, and switches as applicable.  
 See [“Determining the NetBackup Appliance serial number”](#) on page 12.
- Refer to the appliance error message documentation and confirm the recommended action.  
 See [“Error messages displayed during initial configuration”](#) on page 33.  
 See [“Error messages displayed on the NetBackup Appliance Web Console”](#) on page 35.  
 See [“Error messages displayed on the NetBackup Appliance Shell Menu”](#) on page 53.  
 See [“NetBackup status codes applicable for NetBackup Appliance”](#) on page 62.
- Gather device logs using the `Datacollect` command.  
 See [“Gathering device logs on a NetBackup appliance”](#) on page 27.
- Ensure that Call Home is enabled and the proxy settings provided are correct. You can use the **Settings > Notification > Alert Configuration** from the NetBackup Appliance Web Console to apply the Call Home settings.

## Determining the NetBackup Appliance serial number

You need to note and refer to the NetBackup Appliance serial number when you report an issue to Veritas Technical Support.

You can use the following options to determine the NetBackup Appliance serial number and storage shelf chassis numbers.

**Table 2-2** Options for determining the NetBackup Appliance system serial numbers and chassis numbers

To use this option:	See:
The NetBackup Appliance Web Console	<a href="#">Determining the serial number of the NetBackup Appliance using the Web Console</a>
The NetBackup Appliance Shell Menu	<a href="#">Determining the serial number of a NetBackup Appliance using the Shell Menu</a>

**Table 2-2** Options for determining the NetBackup Appliance system serial numbers and chassis numbers (*continued*)

To use this option:	See:
	<a href="#">Determining the serial number or the chassis number of a NetBackup 53xx Primary Storage Shelf using the Shell Menu</a>
	<a href="#">Determining the serial number or the chassis number of a NetBackup 53xx Expansion Storage Shelf using the Shell Menu</a>
The appliance hardware	The <i>Product Description Guide</i> or the <i>Hardware Installation Guide</i> for your specific appliance. The appliance hardware guides are available from the <a href="#">Documentation page</a> on the Support website.

## Determining the serial number of the NetBackup Appliance using the Web Console

Use the following procedure to determine the serial number of the NetBackup Appliance by using the NetBackup Appliance Web Console.

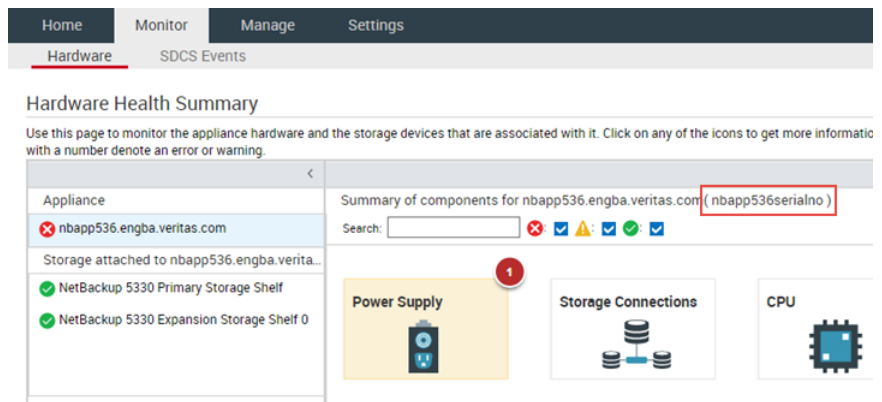
**To use the NetBackup Appliance Web Console to determine the NetBackup Appliance serial number:**

- 1 Log on to the NetBackup Appliance Web Console using your user credentials.
- 2 Select **Monitor > Hardware**.

The **Hardware Health Summary** page appears.

- 3 From the left-pane, click the appliance name.

The serial number is located in-line to the right of the name of the appliance or the server in the NetBackup Appliance Web Console.



**Note:** On the NetBackup 5330 Appliance, you can also determine the serial number of each attached storage shelf by clicking the name of the storage shelf in the left pane.

To determine the serial number of a Veritas 5U84 (NetBackup 5340) storage shelf or the chassis number of a NetBackup 5330 storage shelf, use the NetBackup Appliance Shell Menu.

See [Determining the serial number or the chassis number of a NetBackup 53xx Primary Storage Shelf using the Shell Menu](#).

See [Determining the serial number or the chassis number of a NetBackup 53xx Expansion Storage Shelf using the Shell Menu](#).

For more information, refer to the *NetBackup Appliance Administrator's Guide*.







**To determine the serial number or the chassis number of an Expansion Storage Shelf**

- 1 Log on to the administrative NetBackup Appliance Shell Menu using your logon credentials.
- 2 From the `Main_Menu>` prompt, type `Monitor` and press **Enter**.

The command prompt changes to `Monitor>`.

- 3 Type the following command: `Hardware ShowHealth ExpansionShelf ExpansionShelfID Product`, and then press **Enter**.

---

**Note:** *ExpansionShelfID* is the ID of the Expansion Storage Shelf. To check the *ExpansionShelfID*, use the `Main > Monitor > Hardware ShowComponents` command.

---

For example, `Monitor > Hardware ShowHealth ExpansionShelf 0 Product`

The serial number for the Expansion Storage Shelf appears, as well as the chassis number when applicable. See the following example:

```

Hardware Monitoring Information
-----
| Name | Manufacturer | Serial | Chassis |
|-----|-----|-----|-----|
| NetBackup 5330 Expansion Storage Shelf 0 | Veritas | 53M | 1711412000085 |
| | | 5V43104240 | |
|-----|-----|-----|-----|
  
```

For more information, refer to the *NetBackup Appliance Command Reference Guide*.

## About password management and recovery

You may need to recover the admin password or a user password so that those users can regain appliance access. Password recovery can be done based on the following methods:

**Table 2-3** Password recovery for local and LDAP users

<b>User Type</b>	<b>Steps to change password</b>	<b>Password recovery situations and action</b>
Local Users	<p>Use the <b>Settings &gt; Password Management</b> tab from the NetBackup Appliance Web Console.</p>	<p>Situations: An employee that maintains the password may leave the company, or you may lose or forget the password.</p> <p>Action: If any of these situations occur, contact Veritas Technical Support for assistance and ask the representative to reference tech note TECH189518/000016161.</p>
LDAP, Active Directory, or Kerberos-NIS users	<p>Use the following steps to reset or change the password:</p> <ul style="list-style-type: none"> <li>■ Update the user password in the Active Directory server, LDAP server, or Kerberos-NIS server.</li> <li>■ Change the appliance admin password from the <b>Settings &gt; Password Management</b> tab in the NetBackup Appliance Web Console.</li> </ul>	<p>Situation: An LDAP user leaves the company, or may lose or forget the password. Use the following steps to reset or change the password for an LDAP user:</p> <ul style="list-style-type: none"> <li>■ Recover the password using the LDAP server.</li> <li>■ Contact Veritas Technical Support for changing the password.</li> </ul>

# About troubleshooting tools

This chapter includes the following topics:

- [Tools for troubleshooting the NetBackup Appliance](#)
- [About hardware monitoring](#)
- [About NetBackup support utilities](#)

## Tools for troubleshooting the NetBackup Appliance

This chapter describes the tools and commands that you can use to diagnose the issues faced by your NetBackup Appliance. It includes the following sections:

**Table 3-1** Sections in the Troubleshooting Tools chapter

Section	Description	Link
About hardware monitoring	This section describes the hardware monitoring and alerting mechanisms that are available on the appliance.	See <a href="#">“About hardware monitoring”</a> on page 20.
About NetBackup support utilities	This section describes the NetBackup support utilities that the NetBackup Appliance supports.	See <a href="#">“About NetBackup support utilities”</a> on page 20.

For more specific troubleshooting information about a particular issue, go to the [Appliances page](#) on the Veritas Support website. This page contains articles and

troubleshooting information relevant to NetBackup Appliance. Use the search function to look for helpful articles about specific issues.

## About hardware monitoring

The appliance has the ability to monitor itself for hardware problems. If it detects a problem that needs attention, it uses the following notification mechanisms:

- Hardware monitoring and alerting from the NetBackup Appliance Web Console.
- Sending a notification to Veritas using Call Home.
- Sending an email to the local administrator.
- Sending an alert to the SNMP manager.

See the *NetBackup Appliance SNMP Trap Reference Guide* for a full list of the appliance SNMP traps and recommended actions for when an error occurs.

For a full explanation of the hardware monitoring features, refer to the *NetBackup Appliance Administrator's Guide*.

## About NetBackup support utilities

The NetBackup Appliance provides the following support utilities to help diagnose NetBackup problems:

- [NetBackup Domain Network Analyzer \(NBDNA\)](#)
- [NetBackup Support Utility \(NBSU\)](#)

### NetBackup Domain Network Analyzer (NBDNA)

You can run the NBDNA utility on a NetBackup Appliance to perform the following tasks:

- Identify the NetBackup domain configuration to resolve network-related issues
- Identify NetBackup performance issues
- Ensure the behavior of the host name lookup is functional
- Ensure that the connectivity between NetBackup hosts and the appliance is established and functional based on their role within the NetBackup domain
- Generate the reports that are meant for Veritas Technical Support.

The NBDNA utility provides the following types of information in its output:

Running audit as Media Server.

```
Collection Version: x.x
  Collection Time: Tuesday, October 7, 2010 at 19:17:11 PM
    NBU Release: NetBackup-RedHat2.6.18 7.7.1
    NBU Version: 7.7.1
  NBU Major Version: 7
  NBU Minor Version: 7
  NBU Release Update: 1
    NBU Patch Type: Release Update
  NBU GlobDB Host: "host name"
  Is GlobDB HOST? No
    UNAME:
      Hostname: sample.name.veritas.com
  Host's Platform: Linux
  Perl Architecture: Linux
```

Initialization completed in 14.040101 seconds.

Brief Description of What It Does (for type 1):

- ```
-----
```
- 1) Perform basic self checks.
  - 2) Check connectivity to Master (and EMM) server.
  - 3) If SSO configured, get list of media servers sharing devices.
  - 4) Get list of all clients which could send data here for backup.
  - 5) Test NBU ports for basic connectivity between media servers sharing devices.
  - 6) Test NBU ports for basic connectivity between media server and clients it backs up.
  - 7) Perform service level tests for phase 2
  - 8) Capture data for reports; save reports.
  - 9) Save data to report files.
- ```
-----
```

Discovering and mapping the NetBackup domain network for analysis by extracting data from current system's configuration.  
(To see more details, consider using '-verbose' switch.)

Probing Completed in 2.867581 seconds.

Initiating tests...

```
COMPLETED. Thank you for your patience.
```

```
/log/dna/sample.name.veritas.com.NBDNA.20100907.191711.zip  
Archive created successfully!  
Return /log/dna/sample.name.veritas.com.NBDNA.20100907.191711.zip  
to Veritas Support upon request.
```

## NetBackup Support Utility (NBSU)

You can use the `NBSU` utility to gather appropriate diagnostic information about NetBackup and the operating system.

The NetBackup Support Utility (NBSU) is a Veritas utility used to gather diagnostic information about the system on which the utility is run. By default, NBSU gathers the appropriate diagnostic information based on the operating system and the NetBackup environment.

You can use the `support > NBSU` command to create or remove the NetBackup configuration support files that the NBSU utility uses.

For more information, see the *NetBackup Appliance Commands Reference Guide*.

See [“Tools for troubleshooting the NetBackup Appliance”](#) on page 19.

# Working with log files

This chapter includes the following topics:

- [About NetBackup Appliance log files](#)
- [Viewing log files using the Support command](#)
- [Where to find NetBackup Appliance log files using the Browse command](#)
- [Gathering device logs on a NetBackup appliance](#)
- [About gathering information for NetBackup-Java applications](#)
- [Enabling and disabling VxMS logging](#)

## About NetBackup Appliance log files

Log files help you to identify and resolve any issues that you may encounter with your appliance.

The NetBackup Appliance has the ability to capture hardware-, software-, system-, and performance-related data. Log files capture information such as appliance operation, issues such as unconfigured volumes or arrays, temperature or battery issues, and other details.

[Table 4-1](#) describes the methods you can use to access the appliance log files.

**Table 4-1** Viewing log files

From	Access methods	Log details
NetBackup Appliance Web Console	You can use the <b>Monitor &gt; SDCS Audit View</b> screen from the NetBackup Appliance Web Console to retrieve the audit logs of an appliance.	Appliance audit logs

**Table 4-1** Viewing log files (*continued*)

From	Access methods	Log details
NetBackup Appliance Shell Menu	<p>You can use the <code>Main &gt; Support &gt; Logs &gt; Browse</code> command to open the <code>LOGROOT/&gt;&gt;</code> prompt. You can use the <code>ls</code> and <code>cd</code> commands to traverse the appliance log directories.</p> <p>See <a href="#">“Viewing log files using the Support command”</a> on page 25.</p>	<ul style="list-style-type: none"> <li>■ Appliance configuration log</li> <li>■ Appliance command log</li> <li>■ Appliance debug log</li> <li>■ NetBackup logs, Volume Manager logs, and the NetBackup logs that are contained in the <code>openv</code> directory</li> <li>■ Appliance operating system (OS) installation log</li> <li>■ NetBackup administrative web user interface log and the NetBackup web server log</li> <li>■ NetBackup 52xx appliance device logs</li> </ul>
NetBackup Appliance Shell Menu	<p>You can use the <code>Main &gt; Support &gt; Logs &gt; VxLogView Module <i>ModuleName</i></code> command to access the appliance VxUL (unified) logs. You can also use the <code>Main &gt; Support &gt; Share Open</code> command and use the desktop to map, share, and copy the VxUL logs.</p> <p>See <a href="#">“Viewing log files using the Support command”</a> on page 25.</p>	<p>Appliance unified logs:</p> <ul style="list-style-type: none"> <li>■ All</li> <li>■ CallHome</li> <li>■ Checkpoint</li> <li>■ Commands</li> <li>■ Common</li> <li>■ Config</li> <li>■ CrossHost</li> <li>■ Database</li> <li>■ Hardware</li> <li>■ HWMonitor</li> <li>■ Network</li> <li>■ RAID</li> <li>■ Seeding</li> <li>■ SelfTest</li> <li>■ Storage</li> <li>■ SWUpdate</li> <li>■ Trace</li> <li>■ FTMS</li> <li>■ FTDedup</li> <li>■ TaskService</li> <li>■ AuthService</li> </ul>



**Table 4-1** Viewing log files (*continued*)

From	Access methods	Log details
NetBackup Appliance Shell Menu	You can use the <code>Main &gt; Support &gt; DataCollect</code> command to collect the storage device logs.  See <a href="#">“Gathering device logs on a NetBackup appliance”</a> on page 27.	Appliance storage device logs
NetBackup-Java applications	If you encounter problems with the NetBackup-Java applications, you can use the scripts in this section to gather the required information for contacting support.	Logs relating to the NetBackup-Java applications

## Viewing log files using the Support command

You can use the following section to view the log file information.

### To view logs using the `Support > Logs > Browse` command:

- 1 Enter browse mode using the `Main_Menu > Support > Logs` followed by the `Browse` command in the NetBackup Appliance Shell Menu. The `LOGROOT/>` prompt appears.
- 2 To display the available log directories on your appliance, type `ls` at `LOGROOT/>` prompt.
- 3 To see the available log files in any of the log directories, use the `cd` command to change directories to the log directory of your choice. The prompt changes to show the directory that you are in. For example, if you changed directories to the `os` directory, the prompt appears as `LOGROOT/os/>`. From that prompt you can use the `ls` command to display the available log files in the `os` log directory.
- 4 To view the files, use the `less <FILE>` or `tail <FILE>` command. Files are marked with `<FILE>` and directories with `<DIR>`.

See [“Where to find NetBackup Appliance log files using the Browse command”](#) on page 26.

### To view NetBackup Appliance unified (VxUL) logs using the `Support > Logs` command:

- 1 You can view the NetBackup Appliance unified (VxUL) logs with the `Support > Logs > VXLogView` command. Enter the command into the shell menu and use one of the following options:

## Where to find NetBackup Appliance log files using the Browse command

- `Logs VXLogView JobID job_id`  
Use to display debug information for a specific job ID.
- `Logs VXLogView Minutes minutes_ago`  
Use to display debug information for a specific timeframe.
- `Logs VXLogView Module module_name`  
Use to display debug information for a specific module.

**2** If you want, you can copy the unified logs with the `Main > Support > Logs > Share Open` command. Use the desktop to map, share, and copy the logs.

You can also use the `Main_Menu > Support > Logs` commands to do the following:

- Upload the log files to Veritas Technical Support.
- Set log levels.
- Export or remove CIFS and NFS shares.

---

**Note:** The NetBackup Appliance VxUL logs are no longer archived by a cron job, or a scheduled task. In addition, log recycling has been enabled, and the default number of log files has been set to 50.

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Refer to the *NetBackup Appliance Command Reference Guide* for more information on the above commands.

See [“About NetBackup Appliance log files”](#) on page 23.

# Where to find NetBackup Appliance log files using the Browse command

[Table 4-2](#) provides the location of the logs and the log directories that are accessible with the `Support > Logs > Browse` command.

**Table 4-2** NetBackup Appliance log file locations

Appliance log	Log file location
Configuration log	<DIR> APPLIANCE config_nb_factory.log
Selftest report	<DIR> APPLIANCE selftest_report

**Table 4-2** NetBackup Appliance log file locations (*continued*)

Appliance log	Log file location
Host change log	<DIR> APPLIANCE hostchange.log
NetBackup logs, Volume Manager logs, and the NetBackup logs that are contained in the <code>openv</code> directory	<DIR> NBU <ul style="list-style-type: none"> <li>■ &lt;DIR&gt; netbackup</li> <li>■ &lt;DIR&gt; openv</li> <li>■ &lt;DIR&gt; volmgr</li> </ul>
Operating system (OS) installation log	<DIR> OS boot.log boot.msg boot.omsg messages
NetBackup deduplication (PDDE) configuration script log	<DIR> PD pdde-config.log
NetBackup Administrative web user interface log and the NetBackup web server log	<DIR> WEBGUI <ul style="list-style-type: none"> <li>■ &lt;DIR&gt; gui</li> <li>■ &lt;DIR&gt; webserver</li> </ul>
Device logs	/tmp/DataCollect.zip (software versions up to 3.1.2) /log/DataCollect.zip (software versions 3.2 and later) You can copy the <code>DataCollect.zip</code> to your local folders using the <code>Main &gt; Support &gt; Logs &gt; Share Open</code> command.

See [“About NetBackup Appliance log files”](#) on page 23.

## Gathering device logs on a NetBackup appliance

You can use the `DataCollect` command from the `Main > Support` shell menu to gather device logs. You can share these device logs with the Veritas Support team to resolve device-related issues.

The DataCollect command collects the following logs:

- Release information
- Disk performance logs
- Command output logs
- iSCSI logs

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**Note:** The iSCSI logs can be found in `/var/log/messages` and `/var/log/iscsiuio.log`.

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- CPU information
- Memory information
- Operating system logs
- Patch logs
- Storage logs
- File system logs
- Test hardware logs
- AutoSupport logs
- Hardware information
- Sysinfo logs

### To gather device logs with the DataCollect command

- 1 Log on to the NetBackup Appliance Shell Menu.
- 2 From the `Main > Support` view, type the following command to gather device logs:

```
DataCollect
```

For appliance software versions up to 3.1.2, the appliance generates the device log in the `/tmp/DataCollect.zip` file.

For appliance software versions 3.2 and later, the appliance generates the device log in the `/log/DataCollect.zip` file.

- 3 Copy the `DataCollect.zip` to your local folders using the `Main > Support > Logs > Share Open` command.
- 4 You can send the `DataCollect.zip` file to the Veritas Support team to resolve your issues.

See [“About NetBackup Appliance log files”](#) on page 23.

# About gathering information for NetBackup-Java applications

If you encounter problems with the NetBackup-Java applications, use the following methods to gather data for support.

The following scripts are available for gathering information:

<p>jnbSA (NetBackup-Java administration application startup script)</p>	<p>Logs the data in a log file in <code>/usr/opensv/netbackup/logs/user_ops/nbjlogs</code>. At startup, the script tells you which file in this directory it logs to. Normally, this file does not become very large (usually less than 2 KB). Consult the file <code>/usr/opensv/java/Debug.properties</code> for the options that can affect the contents of this log file.</p>
<p>NetBackup-Java administration application on Windows</p>	<p>If NetBackup is installed on the computer where the application was started, the script logs the data in a log file at <code>install_path\NetBackup\logs\user_ops\nbjlogs</code>.</p> <p>If NetBackup was not installed on this computer, then no log file is created. To produce a log file, modify the last "java.exe" line in the following to redirect output to a file:  <code>install_path\java\nbjava.bat</code>.</p> <p>If NetBackup was not installed on this computer, the script logs the data in a log file at <code>install_path\Veritas\Java\logs</code>.</p> <p><b>Note:</b> When NetBackup is installed where the application is started, and when <code>install_path</code> is not set in the <code>setconf.bat</code> file, the script logs the data here: <code>install_path\Veritas\Java\logs</code>.</p>
<p><code>/usr/opensv/java/get_trace</code></p>	<p>UNIX/Linux only.</p> <p>Provides a Java Virtual Machine stack trace for support to analyze. This stack trace is written to the log file that is associated with the instance of execution.</p>
<p>UNIX/Linux: <code>/usr/opensv/netbackup/bin/support/nbsu</code></p> <p>Windows:</p> <p><code>install_path\NetBackup\bin\support\nbsu.exe</code></p>	<p>Queries the host and gathers appropriate diagnostic information about NetBackup and the operating system.</p>

The following example describes how you can gather troubleshooting data for Veritas Technical Support to analyze.

An application does not respond.	Wait for several minutes before you assume that the operation is hung. Some operations can take quite a while to complete, especially operations in the <b>Activity Monitor</b> and <b>Reports</b> applications.
UNIX/Linux only: Still no response after several minutes.	Run <code>/usr/opensv/java/get_trace</code> under the account where you started the Java application. This script causes a stack trace to write to the log file.  For example, if you started <code>jnbSA</code> from the root account, start <code>/usr/opensv/java/get_trace</code> as root. Otherwise, the command runs without error, but fails to add the stack trace to the debug log. This failure occurs because root is the only account that has permission to run the command that dumps the stack trace.
Get data about your configuration.	Run the <code>nbsu</code> command that is listed in this topic. Run this command after you complete the NetBackup installation and every time you change the NetBackup configuration.
Contact Veritas Technical Support	Provide the log file and the output of the <code>nbsu</code> command for analysis.

## Enabling and disabling VxMS logging

The following procedures explain how to enable or disable VxMS logging from the NetBackup Appliance Shell Menu.

---

**Note:** Due to the size of the VxMS logs, Veritas recommends that you only enable VxMS logging when it is necessary to troubleshoot an issue. Disable VxMS logging again when the issue is resolved.

---

Use the `Support > Logs > GetLevel` command to check your current VxMS log setting.

**To enable VxMS logging**

- 1 From the `Support > Logs` view of the NetBackup Appliance Shell Menu, run the following command:

```
SetLevel VxMS 1
```

- 2 Verify that VxMS logging has been enabled with the `GetLevel` command. If the VxMS logs are enabled, the `GetLevel` command output displays the following:

```
VxMS log level is set to 1
```

**To disable VxMS logging**

- 1 From the `Support > Logs` view of the NetBackup Appliance Shell Menu, run the following command:

```
SetLevel VxMS 0
```

- 2 Verify that VxMS logging has been disabled with the `GetLevel` command. If the VxMS logs are disabled, the `GetLevel` command output displays the following:

```
VxMS log level is set to 0
```

See [“About NetBackup Appliance log files”](#) on page 23.

# NetBackup Appliance error messages

This chapter includes the following topics:

- [About NetBackup Appliance error messages](#)
- [Error messages displayed during initial configuration](#)
- [Error messages displayed on the NetBackup Appliance Web Console](#)
- [Error messages displayed on the NetBackup Appliance Shell Menu](#)
- [NetBackup status codes applicable for NetBackup Appliance](#)

## About NetBackup Appliance error messages

This chapter is a repository of the most important error messages that you may come across when accessing the NetBackup Appliance using the NetBackup Appliance Web Console and the NetBackup Appliance Shell Menu. This section displays the Explanation and Recommended action for each error message. This section also lists the NetBackup status codes applicable to the NetBackup Appliance. This section includes the following types of error messages:

- See [“Error messages displayed during initial configuration”](#) on page 33.
- See [“Error messages displayed on the NetBackup Appliance Web Console”](#) on page 35.
- See [“Error messages displayed on the NetBackup Appliance Shell Menu”](#) on page 53.
- See [“NetBackup status codes applicable for NetBackup Appliance”](#) on page 62.



The appliance also has the ability to send email alerts when certain failures are detected. Appliance email alerts contain error messages with Unique Message Identifier (UMI) codes. The UMI codes are associated with specific error conditions.

Each alert email includes a link to a related tech note. Click on the link to find more error details and suggested user actions for the specific error you encountered.

For more information about a particular UMI code, go to the [Veritas Support](#) website and search for the code that you need assistance with.

## Error messages displayed during initial configuration

[Table 5-1](#) lists some of the common error messages that you may come across during the initial configuration of your NetBackup Appliance:

**Table 5-1** Errors in initial configuration

Error messages	Explanation	Recommended action
Failed to configure DNS settings or host name Resolution entries due to some unexpected error.	This error message is displayed when there is a problem in setting the DNS information. This error may occur because the script did not return valid input or some unexpected condition occurs.	Please gather the device logs using the <code>DataCollect</code> command and Contact support.
Failed to load Host Configuration settings due to some unexpected error.	This message appears when there is a problem in getting the DNS information for the appliance. This error may occur because the script did not return a valid input or some unexpected condition occurs.	Please gather the device logs using the <code>DataCollect</code> command and Contact support.

**Table 5-1**      Errors in initial configuration *(continued)*

Error messages	Explanation	Recommended action
Cannot set the hostname "Name". An internal error occurred in Appliance. Check the logs to see the detailed reason.	<p>This error can occur for the following reasons:</p> <ul style="list-style-type: none"> <li>■ The appliance IP address is not configured when setting the host name.</li> <li>■ If you try to use "nb-appliance" either as a short name or as the host name in a fully qualified domain name (FQDN).</li> <li>■ Other internal errors</li> </ul>	<p>Try the following actions to resolve this issue:</p> <ul style="list-style-type: none"> <li>■ Configure the appliance IP address before the host name is configured.</li> <li>■ Use a host name other than the short name "nb-appliance" and the FQDNs "nb-appliance.domain.com".</li> <li>■ If the above actions do not resolve the problem, collect all the <code>Vxul</code> logs by using the <code>DataCollect</code> command and contact Technical Support.</li> </ul>
Unable to connect to Master Server.	<p>This message appears due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ If you select the role as media, and enter the host name of a master server.</li> <li>■ If the master server is not reachable or if the NetBackup processes on the master server are down.</li> </ul>	<p>You can resolve this issue by performing the following checks:</p> <ul style="list-style-type: none"> <li>■ Please check if master server is pingable.</li> <li>■ Please ensure that all the NetBackup precesses are up and running.</li> </ul>
Incorrect user input - The master server name cannot be same as the appliance host name.	<p>This message appears if you select the role as media, and enter the host name of a master server.</p>	<p>Please enter the correct master server name.</p>

See ["NetBackup status codes applicable for NetBackup Appliance"](#) on page 62.

See ["Error messages displayed on the NetBackup Appliance Shell Menu"](#) on page 53.

See ["Error messages displayed on the NetBackup Appliance Web Console"](#) on page 35.

# Error messages displayed on the NetBackup Appliance Web Console

This section lists the common error messages that you may come across while working with the NetBackup Appliance using the NetBackup Appliance Web Console on the following tabs:

- [Table 5-2](#) lists the error messages displayed on the Login screen and the NetBackup Appliance Web Console Dashboard.
- [Table 5-3](#) lists the error messages displayed on the **Monitor > Hardware** tab.
- [Table 5-4](#) lists the error messages displayed on the **Monitor > SDCS** tab.
- [Table 5-5](#) lists the error messages displayed on the **Manage > Storage** tab.
- [Table 5-6](#) lists the error messages displayed on the **Manage > Host** tab.
- [Table 5-7](#) lists the error messages displayed on the **Manage > Appliance Restore** tab.
- [Table 5-8](#) lists the error messages displayed on the **Manage > License** tab.
- [Table 5-9](#) lists the error messages displayed on the **Manage > Migration Utility** tab.
- [Table 5-10](#) lists the error messages displayed on the **Manage > Software Updates** tab.
- [Table 5-11](#) lists the error messages displayed on the **Manage > Additional Server** tab.
- [Table 5-12](#) lists the error messages displayed on the **Settings > Notification** tab.
- [Table 5-13](#) lists the error messages displayed on the **Settings > Network** tab.
- [Table 5-14](#) lists the error messages displayed on the **Settings > Date and Time** tab.
- [Table 5-15](#) lists the error messages displayed on the **Settings > Authentication** tab.
- [Table 5-16](#) lists the error messages displayed on the **Settings > Password** tab.
- [Table 5-17](#) lists the error messages that are common across all the tabs on the NetBackup Appliance Web Console.

[Table 5-2](#) lists all the error messages, displayed on the Login screen and NetBackup Appliance Web Console Dashboard.

**Table 5-2** Login screen and NetBackup Appliance Web Console Dashboard

Error message	Explanation	Recommended action
The current session has expired. Redirecting to Login Page.	Your current session has expired because the appliance NetBackup Appliance Web Console has been idle for more than 10 minutes.	Kindly try to log on to your appliance again.
Login was unsuccessful, click ? for details.	<p>This error is displayed:</p> <ul style="list-style-type: none"> <li>■ If you try to log onto a new instance of the NetBackup Appliance Web Console, while the initial configuration is in progress on that appliance.</li> <li>■ If an unexpected error has occurred.</li> </ul>	<ul style="list-style-type: none"> <li>■ Ensure that you do not log onto a single appliance using multiple instance of the NetBackup Appliance Web Console.</li> <li>■ View the web console logs to view the exceptions stack and trace all programmatic statements. You can use the Collect Logs Wizard to view the logs.</li> </ul>
User authentication failed. Please enter valid user name and password. If problem persists contact your System Administrator.	<p>This error can be displayed due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ If the provided user name and password is incorrect.</li> <li>■ If the authentication server is not responsive.</li> </ul>	<ul style="list-style-type: none"> <li>■ Verify that you have entered the correct user name and password.</li> <li>■ Contact your System Administrator in case the error appears again.</li> </ul>
The connection has timed out.	This error is displayed, if the web server is not responsive the login page is not displayed.	Contact your System Administrator for more assistance.
Unable to connect	This error is displayed, if the web server has been shut down.	Contact your System Administrator for more assistance.
Error occurred while connecting to the Symantec Product Authentication Service (AT). Please ensure that the AT service is running.	This error is displayed, if the authentication server is not responsive.	Contact your System Administrator in case the error appears again.
Error retrieving the deduplication ratio, due to an unexpected error.	This error is displayed, if the current deduplication ratio could not be displayed on the Deduplication tile.	Ensure that the deduplication solution is configured. If the problem persists contact Veritas Support.

**Table 5-2** Login screen and NetBackup Appliance Web Console Dashboard  
*(continued)*

<b>Error message</b>	<b>Explanation</b>	<b>Recommended action</b>
Error retrieving the deduplication ratio, check again after 10 minutes.	This error is displayed, if the deduplication ratio could not be displayed due to an unexpected error.	Refresh the information from the Dashboard after 10 minutes. If the error persists, contact Veritas Support.
Login failure due to an unrecognized or invalid user	If the user is removed from the LDAP directory (and not removed from appliance allowed to log in list), though the user is listed as LDAP authorized user, the user will not be able to log in. So, these users poses no security threat.	In the case, an LDAP user that is configured to use the Appliance needs to be deleted or removed from the LDAP directory, then the user needs to be first removed from the appliance. Otherwise, we will not be able to remove that user from the appliance user list.

[Table 5-3](#) lists all the error messages that are displayed on the **Monitor > Hardware** tab.

**Table 5-3** Monitor > Hardware

<b>Error messages</b>	<b>Explanation</b>	<b>Recommended action</b>
Unable to retrieve the hardware health information.	This message is displayed when the appliance is unable to retrieve hardware health information.	Wait at least ten minutes and then try to view the health information again. If the issue persists, contact Veritas Technical Support.
Cannot flash the disk drive light.	This message is displayed when the beacon is unable to flash lights for a disk drive.	There may be a technical issue with the beacon on the disk drive. Call Veritas Technical Engineer to fix the beacon.
Invalid entry. Enter a whole number from 1 to 300.	This message is displayed when you enter an invalid value for the duration to flash the beacon. The value should be a whole number and it should range between 1 and 300 (in minutes).	Check the value that you have entered for flashing the beacon and ensure that it falls in the valid range.
No adapters were detected.	This message is displayed when the adapter information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.

**Table 5-3** Monitor > Hardware (*continued*)

Error messages	Explanation	Recommended action
No BBUs were detected.	This message is displayed when the Battery Backup Unit (BBU) information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
No CPUs were detected.	This message is displayed when the CPU information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
No disks were detected.	This message is displayed when the disks information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
No fans were detected.	This message is displayed when the fan information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
No firmware were detected.	This message is displayed when the firmware information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
MSDP information is not available.	This message is displayed when the MSDP is not configured for the appliance or the appliance is unable to retrieve the status information.	Verify if you have configured MSDP for your appliance. If you have configured MSDP and you encounter this error, call Veritas Technical Support for assistance in resolving this error.
Partition information is not available.	This message is displayed when the partition information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
No RAID groups were detected.	This message is displayed when the information for the RAID groups cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
Temperature information is not available.	This message is displayed when the temperature information cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
Not able to fetch information for connections	This message is displayed when the connection information for the 5330 appliance cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.

**Table 5-3** Monitor > Hardware (*continued*)

Error messages	Explanation	Recommended action
No controllers detected	This message is displayed when the controller information for the 5330 appliance cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.
No volumes detected	This message is displayed when the volume information for the 5330 appliance cannot be retrieved.	You may want to call Veritas Technical Support for assistance in resolving this error.

[Table 5-4](#) lists all the error messages, displayed on the **Monitor > SDCS** tab.

**Table 5-4** Monitor > SDCS

Error messages or Error type	Explanation	Recommended action
Certificate download failed.	The provided SSL certificate for the SDCS server cannot be found and downloaded.	Please check your Internet connection, verify the used path to download the certificate, and try again.
Please enter a valid port	The provided SDCS server port details are incorrect.	Please verify that the port number, entered for the SDCS server is correct.
There are no audit logs to display.	The SDCS logs cannot be displayed on the NetBackup Appliance Web Console. This error is displayed when: <ul style="list-style-type: none"> <li>■ If you are connected to the SDCS server and the audit logs are currently being pushed to SDCS server.</li> <li>■ If the logs are not available locally.</li> </ul>	To view the SDCS logs, log onto the SDCS server and check the logs.
There are no audit logs to display.	If you are not connected to the SDCS server and you cannot see the logs.	Please use any of the following methods to fix this error: <ul style="list-style-type: none"> <li>■ Refresh GUI couple of times, verify using the NetBackup Appliance Shell Menu.</li> <li>■ Stop and restart the web server. Revisit the <b>Monitor &gt; SDCS</b> tab.</li> </ul>

[Table 5-5](#) lists all the error messages, displayed on the **Manage > Storage** tab.

**Table 5-5** Manage > Storage

Error messages	Explanation	Recommended action
Failed to fetch storage information.	<p>This error can be displayed due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ This message appears if appliance storage component is not able to fetch any partitions, disks, and distributions.</li> <li>■ This message can also appear if the connection between the appliance core and the NetBackup Appliance Web Console is lost.</li> </ul>	<p>Please contact Veritas Support.</p> <p><b>Warning:</b> This is non-recoverable error. You need to collect all the <code>Vxul</code> logs using the <code>DataCollect</code> command and share them with the Veritas Support team to debug the error.</p>
Source and target disks are same.	<p>This message can appear when you perform the <b>Move Partition</b> operation. It occurs if you select the same disk name in the <b>From</b> and <b>To</b> drop-down lists.</p>	<p>You cannot select the same disk name, select a different target disk than source.</p>
The maximum length is 256 characters.	<p>This message appears in case there is an error in the provided name for a storage unit or a disk pool.</p>	<p>Enter a name that is lesser than 256 characters.</p>
The following characters are not allowed: in the storage unit and disk pool name	<p>This message appears in case the provided name for a storage unit or a disk pool contains following characters:</p> <p>~!@#%&amp;*()= \\'":;&lt;,&gt;?/</p>	<p>Remove the following special characters from the storage unit or disk pool name:</p> <p>~!@#%&amp;*()= \\'":;&lt;,&gt;?/</p>

**Table 5-6** lists all the error messages, displayed on the **Manage > Host** tab.

**Table 5-6** Manage > Host

Error messages	Explanation	Recommended action
Error resetting deduplication parameters.	<p>The appliance cannot reset the current deduplication parameters to the default settings.</p>	<p>Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.</p>



**Table 5-6**      **Manage > Host** (continued)

Error messages	Explanation	Recommended action
Error while retrieving deduplication parameters	The current deduplication parameters for the appliance cannot be displayed.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error in updating deduplication Parameters	The current deduplication parameters for the appliance cannot be updated to the new parameters.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error resetting data buffer parameters.	The appliance cannot reset the current data buffer parameters to the default settings.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error in updating data buffer parameters.	The current data buffer parameters for the appliance cannot be updated to the new parameters.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error while retrieving data buffer parameters.	The current data buffer parameters for the appliance cannot be displayed.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error while retrieving storage lifecycle parameters.	The current storage lifecycle parameters for the appliance cannot be displayed.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error in updating storage lifecycle parameters.	The current storage lifecycle parameters for the appliance cannot be updated to the new parameters.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error while retrieving BMR status.	The current BMR status for the appliance cannot be displayed.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error in updating BMR settings. Error updating BMR status on this appliance.	The BMR settings for the appliance cannot be enabled.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
The BMR option was not selected.	The BMR settings for the appliance cannot be enabled.	Select the <b>Enable BMR on this Appliance</b> option.

**Table 5-7** lists all the error messages, displayed on the **Manage > Appliance Restore** tab.

**Table 5-7**      Manage > Appliance Restore

Error messages	Explanation	Recommended action
Failed to reset all or some of the appliance(s).	System resources could be busy.	Restart the appliance and then retry factory reset.
Failed to reset the storage. Check the logs for additional information.	Mount points could be busy.	Look at the logs and contact Veritas Technical Support for further assistance.
Factory reset is not supported because no factory checkpoints exist. Please see the <i>Veritas NetBackup Appliance Administrator's Guide</i> for more information on how to reset this appliance. Click ? for more information.	This error occurs when trying to reset the appliance after it has been upgraded.	Roll back the appliance to a post-upgrade checkpoint.
Appliance checkpoint creation failed. Click <b>Finish</b> to go back to the Appliance Restore page.	This error can occur due to insufficient disk space to store the checkpoint.	Look for additional information, listed above the error message. Retry the operation. Cleanup is done in case of such failures, which can free up disk space.
Checkpoint validation was unsuccessful. The rollback operation cannot be started. Click ? for more information.	Secured network communication has issues.	Look for additional information, listed above the error message. Try to correct the error and retry the operation.
Rollback of the appliance configuration was not successful. Click ? for more information.	Appliance configuration (NetBackup Appliance Directory) rollback failed.	Contact Veritas Technical Support for further assistance.

Table 5-8 lists all the error messages, displayed on the **Manage > License** tab.

**Table 5-8**      Manage > License

Error messages	Explanation	Recommended action
Selected licenses could not be deleted for media server {0}.	This error may appear due to an internal system error.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Selected licenses could not be deleted for master server {0}.		

**Table 5-8**      Manage > License (*continued*)

Error messages	Explanation	Recommended action
Error in adding License	This error can appear due to the following reasons: <ul style="list-style-type: none"> <li>■ The license key may be invalid.</li> <li>■ Due to an internal system error.</li> </ul>	Try the following actions to resolve this issue: <ul style="list-style-type: none"> <li>■ Check whether the license is valid, or contact Veritas Technical Support.</li> <li>■ Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.</li> </ul>
Error in deleting License	This error may appear due to an internal system error.	Collect the logs all using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error while retrieving License List.	This error may appear due to an internal system error.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error occurred while loading the license keys.	This error may appear due to an internal system error.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
License key: {0} failed to install on media server {1}.	This error can appear due to the following reasons: <ul style="list-style-type: none"> <li>■ The license key may be invalid.</li> <li>■ Due to an internal system error.</li> </ul>	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.

[Table 5-9](#) lists all the error messages, displayed on the **Manage > Migration Utility** tab.

**Table 5-9**      Manage > Migration Utility

Error messages	Explanation	Recommended action
Failed to send the selected criteria.	This message appears when there is an internal NetBackup problem or a communications error.	Please try again as it can be due to an intermittent communications error. If the problem persists, collect the GUI logs using the <code>DataCollect</code> command for additional details or contact Veritas Technical Support.

**Table 5-9**      Manage > Migration Utility (*continued*)

Error messages	Explanation	Recommended action
Failed to cancel the job.	This message appears when there is an internal NetBackup problem or a communications error.	Please try again as it can be due to an intermittent communications error. If the problem persists, collect the GUI logs using the <code>DataCollect</code> command for additional details or contact Veritas Technical Support.
Failed to view the job details.	This message appears when there is an internal NetBackup problem or a communications error.	Please try again as it can be due to an intermittent communications error. If the problem persists, collect the GUI logs using the <code>DataCollect</code> command for additional details or contact Veritas Technical Support.
Failed to send the selected policy.	This message appears when there is an internal NetBackup problem or a communications error.	Please try again as it can be due to an intermittent communications error. If the problem persists, collect the GUI logs using the <code>DataCollect</code> command for additional details or contact Veritas Technical Support.

[Table 5-10](#) lists all the error messages, displayed on the **Manage > Software Updates** tab.

**Table 5-10**      Manage > Software Updates

Error messages	Explanation	Recommended action
Load online updates failed.	This error is displayed when the appliance fails to get the online updates.	Please check the network connection to Veritas's software update center, or check the script for internal errors.
Load available updates failed.	This error is displayed when you do not get the available update, that is you cannot get the status of the downloaded software update.	Please check the script for internal errors.
Error while retrieving online update list manage.	This error is displayed when there is an error retrieving the online updates.	Please check the network connection to Veritas's software update center, or check the script for internal errors.
Error while retrieving software update list.	This error is displayed if the software update list cannot be retrieved.	Please check the script for internal errors.

[Table 5-11](#) lists all the error messages, displayed on the **Manage > Additional Server** tab.

**Table 5-11** Manage > Additional Server

Error messages	Explanation	Recommended action
Unable to add additional server.	This error may appear due to an internal system error.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Unable to delete additional server.	This error may appear due to an internal system error.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Please provide a valid server name entries separated using a comma(,).	This error may appear if the server names are added without a comma or the list of servers end with a comma.	Please check the list of servers and ensure that the server names are separated using a comma and the list does not end with comma.

[Table 5-12](#) lists all the error messages, displayed on the **Settings > Notification** tab.

**Table 5-12** Settings > Notification

Error messages	Explanation	Recommended action
Please verify if this system has been provisioned to Veritas.	You might encounter this error when your appliance is not provisioned to AutoSupport and you try to save changes on the <b>Settings &gt; Notifications</b> page.	Provision the appliance to the AutoSupport server (or the Registration server). If the issue persists, call Veritas Technical Support.
Call Home test failed. Verify that this system has been correctly provisioned to Veritas.	This error message is displayed when the appliance is not provisioned and you click <b>Test Call Home</b> in the <b>Call Home Configuration Settings</b> pane of the <b>Settings &gt; Notifications</b> page.	Provision the appliance to the AutoSupport server. If the issue persists, call Veritas Technical Support.
Failed to enable Call Home.	You might encounter this error when Call Home cannot be enabled and you try to save changes for the <b>Settings &gt; Notifications</b> page.	You may want to call Veritas Technical Support for assistance in resolving this error.
Failed to disable Call Home.	You might encounter this error when Call Home cannot be disabled and you try to save changes for the <b>Settings &gt; Notifications</b> page.	You may want to call Veritas Technical Support for assistance in resolving this error.

**Table 5-12** Settings > Notification (*continued*)

Error messages	Explanation	Recommended action
Unable to reach Call Home server.	You may encounter this error when the appliance is unable to reach the Call Home server.	You may want to call Veritas Technical Support for assistance in resolving this error.
Proxy authentication failed. One or more proxy entries could not be resolved or validated. Please review the proxy entries and make any necessary corrections.	This error message is displayed when you have entered invalid authentication details while enabling the proxy server and you try to save changes on the <b>Settings &gt; Notifications</b> tab.	Verify that you have entered correct and valid authentication details for the proxy server, such as your proxy server credentials.
Notification interval cannot be blank or 0 if SNMP or SMTP server with hardware administrator email is configured. Enter notification interval in multiples of 15.	You may encounter this message when you have left the <b>Notification Interval</b> field of the <b>Alert Configuration</b> tab blank or entered 0 (zero) after enabling SNMP details or entered SMTP details and now you try to save the changes on the <b>Settings &gt; Notifications</b> tab.	Verify whether you have entered a value for the <b>Notification Interval</b> field of the <b>Alert Configuration</b> tab and that this value is in multiples of 15 (and not zero).
Proxy server and proxy port fields are required.	This message is displayed when you have selected the <b>Enable Proxy Server</b> check box, but left the required proxy server details blank.	Ensure that you have entered correct values, which are required to set up a proxy server.
Proxy port value should be an integer in the range of 1-65535	This message is displayed when an invalid value is entered for the port number for the proxy server.	Ensure that you have entered correct and valid value for the port number of the proxy server.
Invalid value entered for proxy server	This message is displayed when you have entered invalid values while configuring the proxy server, such as an invalid IPv4 or an IPv6 address.	Ensure that the values, which you have provided for configuring the proxy server, are correct and valid.
Please enter the user name for proxy server	This message is displayed when a password for the proxy server has been entered, but a user name for the proxy server has not been entered.	Enter valid user name and password for the proxy server.

**Table 5-12** Settings > Notification (*continued*)

Error messages	Explanation	Recommended action
Failed to send a test email. Please verify that the SMTP server and the email configuration are correct for this appliance. Do you want to continue?	You may encounter this error when: A test email cannot be sent using the <b>SMTP Server Configuration</b> or the SMTP server is temporarily unreachable; although the configuration details that are entered for the SMTP server are correct.	Verify the configuration setting for the SMTP server and try sending a test email.

[Table 5-13](#) lists all the error messages, displayed on the **Settings > Network** tab.

**Table 5-13** Settings > Network

Error messages	Explanation	Recommended action
Failed to create VLAN. <vlan_id> already exists.	This message is displayed when you try to tag a VLAN with a <i>vlan_id</i> that already exists.	VLAN ID is a unique identifier. Therefore, provide a different <i>vlan_id</i> to tag the VLAN.
Cannot tag VLAN <vlan_id>. The specified IP address <ip> is already configured. Specify an IP address that is not in use.	This message is displayed when you try to tag VLAN with an IP address that is already configured for another interface.	Specify an IP address that is not used by other interfaces.
Invalid netmask <subnet_mask>.	This message is displayed if you enter an invalid subnet mask.	Enter an valid subnet mask.
Invalid IP address. IP address <ip> is in use. Use Main->Network->Show Status to verify.	This message is displayed when you attempt to create a bond with an IP address that is configured for another interface.	Specify an IP address that is not used by other interfaces.
Failed to update routing information. The network gateway is not reachable with the route information that you have provided. The gateway might not be reachable because it is not covered under a subnet mask that can be reached through your network interface settings.	This message is displayed if you enter gateway information that is in another domain.	Enter gateway information that corresponds to your domain.
Error while retrieving WAN optimization setting.	This message appears due to an internal system error.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.

**Table 5-13** Settings > Network (*continued*)

Error messages	Explanation	Recommended action
Error while retrieving Fibre Transport Settings	The current Fibre Transport Settings for the appliance cannot be displayed.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error in enabling/disabling FT flag configuration	The Fibre Transport settings cannot be enabled for your appliance.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Error in updating SAN client flag configuration	The SAN Client Fibre Transport cannot be enabled for your appliance.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Load failed.	The current Fibre Transport Settings for the appliance cannot be displayed.	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
This appliance contains no detectable FC HBA card. Click the help(?) icon to see if your appliance configuration contains an HBA card(s).	<p>This information shows in the following scenarios:</p> <ul style="list-style-type: none"> <li>■ The appliance contains no HBA card in its hardware configuration.</li> <li>■ The appliance contains one or more HBA card(s), but all the HBA cards have failed.</li> </ul>	<ul style="list-style-type: none"> <li>■ See the <i>NetBackup Appliance Product Description Guide</i> to see if your appliance configuration contains one or more HBA card(s)</li> <li>■ If the appliance configuration contains one or more HBA card(s), collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.</li> </ul>
The appliance contains no HBA card for use as a target host for optimized duplication and replication over FC. Click the help(?) icon to see if your appliance HBA configuration supports this feature.	<p>This information shows in the following scenarios:</p> <ul style="list-style-type: none"> <li>■ The appliance contains one or more HBA card(s), but it does not support this feature. For example, a NetBackup 5330 Appliance, configuration C.</li> <li>■ All the HBA cards that can be used for use as a target host for optimized duplication and replication have failed.</li> </ul>	<ul style="list-style-type: none"> <li>■ Check the product description guides to see if your appliance configuration supports this feature.</li> <li>■ If the appliance configuration contains one or more HBA card(s) that supports this feature, collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.</li> </ul>



**Table 5-13** Settings > Network (*continued*)

Error messages	Explanation	Recommended action
The current HBA card configuration does not support the use of this appliance as a target host for optimized duplication and replication over FC. Click the help(?) icon to see the supported HBA configurations.	The current HBA card configuration cannot be used as a target host for optimized duplication or replication. The configuration is not any standard HBA configuration that the feature requires. The HBA card configuration can become non-standard for the following reasons: <ul style="list-style-type: none"> <li>■ Adding an HBA card(s)</li> <li>■ Removing an HBA cards(s)</li> <li>■ HBA cards failures</li> </ul>	Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.

[Table 5-14](#) lists all the error messages, displayed on the **Settings > Date and Time** tab.

**Table 5-14** Settings > Date and Time

Error messages	Explanation	Recommended action
Unable to save the date and time settings.	This error can appear due to the following reasons: <ul style="list-style-type: none"> <li>■ An internal system error has occurred.</li> <li>■ The connection to the NTP server cannot be established.</li> <li>■ The connection to the web server is not established.</li> </ul>	Please ensure that the NTP server and the web server are connected. If the problem persists, collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.
Unable to save the NTP server settings. Check if the specified NTP server exists.	This error appears if the NTP server IP details are incorrect or the NTP server is non-existent.	Please ensure that the provided IP address for the NTP server is valid. Also ensure that the NTP server is connected to the appliance

[Table 5-15](#) lists all the error messages, displayed on the **Settings > Authentication** tab.

**Table 5-15** Settings > Authentication

Error messages	Explanation	Recommended action
<p>Could not disable the current LDAP configuration.</p> <p>Could not enable the current LDAP configuration.</p>	<p>The configured LDAP server cannot be disabled. This error can occur in case the LDAP server is not responsive.</p> <p>The connection to the web server is not established.</p>	<p>Collect the logs using the <code>DataCollect</code> command and then contact Veritas Technical Support.</p>
<p>Could not unconfigure the current LDAP configuration.</p>	<p>The configured LDAP server cannot be unconfigured.</p>	<p>Please use either of the following actions to resolve the error:</p> <ul style="list-style-type: none"> <li>■ Verify that the LDAP server is responsive.</li> <li>■ Verify that you have the correct authorization to unconfigure the LDAP server.</li> <li>■ Verify the connectivity to the LDAP server using the NetBackup Appliance Shell Menu.</li> </ul>
<p>Error while configuring LDAP.</p>	<p>This error can be displayed due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ The provided details for the LDAP server are incorrect.</li> <li>■ The LDAP server is not responsive.</li> </ul>	<p>Verify the configuration details of the LDAP server to be configured.</p>
<p>Error while setting server name.</p>	<p>The provided LDAP server name cannot be configured.</p>	<p>Verify that the provided server name for the LDAP server is correct.</p>
<p>Error while setting password.</p>	<p>The provided password to access the LDAP server is incorrect.</p>	<p>Enter a valid password to configure the LDAP server.</p>
<p>Error while setting common user name.</p>	<p>The user name of an existing LDAP user, provided to access the LDAP server, is incorrect.</p>	<p>Enter a valid user name to configure the LDAP server.</p>
<p>Error while setting common group name.</p>	<p>The group name of an existing LDAP group, provided to access the LDAP server, is incorrect.</p>	<p>Enter a valid group name to configure the LDAP server.</p>

**Table 5-15** Settings > Authentication (*continued*)

Error messages	Explanation	Recommended action
Error while setting SSL.	<p>This error can be displayed due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ The SSL certificate has got corrupted.</li> <li>■ The path to the SSL certificate is incorrect.</li> <li>■ The SSL certificate is outdated.</li> </ul>	<p>Please use either of the following actions to resolve the error:</p> <ul style="list-style-type: none"> <li>■ Please ensure that the SSL certificate is not corrupt.</li> <li>■ Please ensure the path to the SSL certificate is correct.</li> <li>■ Please ensure that the SSL certificate is up-to-date.</li> </ul>
Error in exporting the LDAP configuration settings.	<p>This error can be displayed due to the following reasons:</p> <ul style="list-style-type: none"> <li>■ The path to save the generated XML file is incorrect.</li> <li>■ The XML file could not be generated.</li> </ul>	<p>Please refresh the page and if the problem persists contact Veritas Technical Support.</p>
Error in saving user.	<p>The appliance cannot save the newly added user.</p>	<p>Please ensure that you have the appropriate permissions to perform the task. Please refresh the page and try again. If the problem persists contact Veritas Technical Support.</p>
Error in saving group.	<p>The appliance cannot save the newly added user group.</p>	<p>Please ensure that you have the appropriate permissions to perform the task. Please refresh the page and try again. If the problem persists contact Veritas Technical Support.</p>
Error in authorizing.	<p>The appliance cannot grant administrative permissions to the selected user.</p>	<p>Please ensure that you have the appropriate permissions to perform the task. Please refresh the page and try again. If the problem persists contact Veritas Technical Support.</p>
Error in deleting user.	<p>The appliance cannot delete the added user.</p>	<p>Please ensure that you have the appropriate permissions to perform the task. Please refresh the page and try again. If the problem persists contact Veritas Technical Support.</p>
Error in deleting user group.	<p>The appliance cannot delete the added user group.</p>	<p>Please ensure that you have the appropriate permissions to perform the task. Please refresh the page and try again. If the problem persists contact Veritas Technical Support.</p>

**Table 5-15** Settings > Authentication (*continued*)

Error messages	Explanation	Recommended action
Login failure due to an unrecognized or invalid user	If the user is removed from the LDAP directory (and not removed from appliance allowed to log in list), though the user is listed as LDAP authorized user, the user will not be able to log in. So, these users poses no security threat.	In the case, an LDAP user that is configured to use the Appliance need to be deleted or removed from the LDAP directory, then the user needs to be first removed from the appliance. Otherwise, we will not be able to remove that user from the appliance user list.
The server configuration is unsuccessful. View error messages for more information.	This error can appear due to multiple reasons. Please view the complete error message to obtain the resolution.	Please refresh the page and if the problem persists contact Veritas Technical Support.


[Table 5-16](#) lists all the error messages, displayed on the **Settings > Password** tab.

**Table 5-16** Settings > Password

Error messages	Explanation	Recommended action
Supplied password does not meet the required pattern!	The new password does not contain all the required parameters.	<p>Enter a new password.</p> <p>Passwords with seven characters must include all of the following requirements while longer passwords must include at least three:</p> <ul style="list-style-type: none"> <li>■ One uppercase letter.</li> <li>■ One lowercase letter.</li> <li>■ One number (0-9)</li> <li>■ One special character (@#\$%^&amp;*(){}[].)</li> </ul> <p>Passwords may begin with an uppercase letter or they may end with a number. However, when these characters appear in those positions, the password is not considered to meet the minimum requirements.</p>

[Table 5-17](#) lists the error messages that are common to all the tabs on the NetBackup Appliance Web Console.

**Table 5-17** Common error messages that can appear on the NetBackup Appliance Web Console

Error	Explanation	Recommended action
An unknown error has occurred. Please contact Veritas Support to resolve the issue. To continue with the operations, click any tab.	This is generic error and may appear if the web server is not responsive.	Please restart your web server and try again.
	This icon is displayed next to the field that does not display the updated information. This happens when the entered value has not got updated in the NetBackup Appliance Directory. That is the new value does not match the data store	Please enter the appropriate value and save again. Please ensure that the connection to the NetBackup Appliance Directory is not down.

See [“NetBackup status codes applicable for NetBackup Appliance”](#) on page 62.

See [“Error messages displayed on the NetBackup Appliance Shell Menu”](#) on page 53.

See [“Error messages displayed during initial configuration”](#) on page 33.

## Error messages displayed on the NetBackup Appliance Shell Menu

[Table 5-18](#) lists some of the common error messages that you may come across while working from the NetBackup Appliance Shell Menu:

**Table 5-18** Common error messages in the NetBackup Appliance Shell Menu

Error messages	Explanation / Recommended action
Master server denied access to this appliance	Verify that you added the appliance host name to the master server’s known server list. You can use the NetBackup Administration Console to add the appliance to the master server’s known server list.  See the <i>NetBackup Administrator’s Guide</i> for instructions.
Unable to connect to master server	Make sure that the NetBackup services are up and running on the master server. Also verify that there are no firewalls blocking accesses to the master server services.  See the <i>NetBackup Administrator’s Guide</i> for more information on how to allow access through firewalls.

**Table 5-18** Common error messages in the NetBackup Appliance Shell Menu  
*(continued)*

Error messages	Explanation / Recommended action
Failed to get NetBackup version	Make sure that the NetBackup services are up and running on the appliance. If you encounter this issue, restart the NetBackup services.
Master server version is lower than the media server version	<p>If the master server is a standard non-appliance master server, upgrade the NetBackup software on the master server to a version that is equal to or higher than the current media server version.</p> <p>Upgrade the master server if it is an appliance with the appliance version that contains NetBackup release equal to or higher than the NetBackup release on the media server.</p>
Failed to access disk storage	<p>This problem can arise due to multiple issues. For example, if the disks are offline or the disk volume is disabled. In these scenarios:</p> <ul style="list-style-type: none"> <li>■ Collect <code>DataCollect</code> log</li> <li>■ Check <code>/log/app_vxul/409-9-*.log</code> for the actual disk group and volume-related errors.</li> </ul>
Failed to resize volumes	<p>First, attempt to change value of the required partition size or the percentage. Second, enter a value that is in a different format than what was originally used. For example, enter an absolute size and restart the appliance host.</p> <p>Check <code>/var/log/sf.log</code> for volume (VxVM) error messages.</p>
Failed license check for AdvancedDisk storage	Make sure that a valid license for the NetBackup <b>Flexible Disk Option</b> is installed on the media server.
Failed license check for Deduplication storage	Make sure that a valid license for NetBackup <b>Deduplication Option</b> is installed on the media server
Failed to create Deduplication storage unit	<p>Check if the storage unit or the corresponding disk volume already exists on the media server. If they do exist, verify if the storage unit or the corresponding disk volume is currently used. If the storage is redundant only then use the NetBackup Administration Console or the <code>nbdecommission</code> utility to delete them.</p> <p>These tools are available on the NetBackup master server. Check the NetBackup Appliance VxUL (unified) logs with the <code>Support &gt; Logs &gt; VxLogView Module ALL</code> command for more precise error information.</p>

[Table 5-19](#) lists error messages that are specific to the `Manage > Software` view commands.

**Table 5-19**      Manage > Software view

Error message	Explanation	Recommended action
Failed to read the update configuration for <RPM name>.	There are some errors in rpm patch.	Please contact Veritas Support for help.
The NetBackup appliance version is already at <version number>.	The current appliance version is the same as the version in the patch. The appliance has stopped installing the patch.	Please check if this patch has been installed, if yes then identify the correct patch to install on the appliance.
Cannot install the software update. The software update version is <version number> and the appliance version is <version number>.	The current version installed on the appliance is higher than the version of the patch you are trying to install.	Please identify and try to install the correct patch on the appliance.
The installation failed because the patch does not exist or you did not run the <code>List downloaded</code> command to check for the downloaded patch.	The installation has failed as the patch you are trying to download does not exist or is not up-to-date.	Please identify and try to install the correct patch on the appliance. Run the <code>List downloaded</code> command to check for the downloaded patch and install the correct patch.
An upgrade process is already running on this appliance.	Unable to get the upgrade lock, which means another upgrade is running on the appliance.	Please check if there is another instance of the upgrade process running on the appliance.
Unknown error. Please contact Veritas Technical Support!	The source of the error cannot be found.	Please contact Veritas Technical Support.
Software update, <rpm> is already installed on compute node, <node name>.	The <code>rpm</code> (installer package) is already installed on the appliance.	Please check if the <code>rpm</code> you are trying to install has already been installed on the appliance.
Unable to verify that software update, <rpm>, is installed	Unable to check whether the <code>rpm</code> (installer package) you are trying to install is already present on the appliance.	Please check if there are some system errors.
Failed to get NetBackup version on Master <master server name>.	Failed to get the version info on the master server.	Please check if there are some network problems, or the master server was turn off un-expectedly.
Version of NetBackup on Master <master server name> is <version number>, should be <version number>	The version number on the master does not match the requirements from the patch.	Please ensure that the NBU version is installed on the master server, or it's not the proper patch to install.
Invalid Appliance mode.	The appliance mode in <code>bp.conf</code> file is not correct.	Please check the appliance mode in <code>bp.conf</code> and contact Veritas Support.

**Table 5-19**      Manage > Software view (*continued*)

Error message	Explanation	Recommended action
Please provide a valid EEB name.	This error message is only for the rollback of EEB. The EEB name is not valid.	Please check that the EEB name you have used.
Patch <rpm name> signature check failed.	Signature error found in the rpm (installer package) .	Please check if the md5 number of the rpm (installer package) is correct. It's commended to re-download the rpm.
NetBackup jobs are currently in progress. Stop all NetBackup jobs and then try the upgrade again.	The upgrade requires stopping all NetBackup jobs.	Please stop the NetBackup jobs, before upgrading the appliance software.
Unable to gather backup job summary information. This may indicate that some processes are not running and that you should restart your appliance.	The upgrade process checks to see if there are any active NetBackup jobs. The upgrade process only proceeds if it is determined no active jobs are detected. If the backup job summary cannot be compiled it means that some of the process are not running.	Please check if the NetBackup services are running correctly.
The software upgrade process failed. The appliance is rolling back to a pre-upgrade state using the Pre-upgrade checkpoint!	The software upgrade process has failed and the appliance will automatically roll back to pre-upgrade state.	Please wait till the rollback is complete.
Failed to create the pre-upgrade checkpoint, please resolve this issue first!	The pre-upgrade checkpoint cannot be created due to an unexpected error.	Please contact Veritas support to take a look at the checkpoint log.
Self-Test failed, please resolve this issue first!	The self-test has failed due to an unexpected error.	Please run the <code>Support &gt; Test software</code> command to see the detailed error message.

**Table 5-20** lists error messages that are specific to the `Manage > Appliance Restore` view commands.



**Table 5-20** Manage > Appliance Restore view

Error message	Explanation	Recommended action
Appliance Checkpoint creation failed. Retry again once errors are resolved.	This can be caused by insufficient disk space.	Look for additional information listed above the error message. Retry the operation. Cleanup is done in case of such a failure, which could free up the space.
Rollback validation failed. Unable to continue with rollback to Appliance Checkpoint. Please correct the errors above and try again.	Secured network communication has issues.	Look for additional information listed above the error message. Try to correct the error and retry the operation.
Rollback to Appliance Checkpoint <checkpoint_name> failed. Please proceed with the suggested system reboot. Some rollback to Appliance Checkpoint errors can be resolved by rebooting the appliance(s).	System resources could be busy.	Restart the appliance and retry the rollback operation.
Factory reset validation failed. Unable to continue. Please fix the errors above and try again.	Secured network communication has issues.	Look for additional information listed above the error message. Try to correct and retry the operation.
Reset of the appliance to a Factory State failed. Please proceed with the suggested system reboot. Some reset failures can be resolved by rebooting the appliance(s).	System resources could be busy.	Restart the appliance and retry factory reset.

[Table 5-21](#) lists error messages that are specific to the `Main_Menu > Network` view commands.

**Table 5-21** Main\_Menu > Network view

Error message	Explanation	Recommended action
Failed to create VLAN <vlan_id>. Ether device {interface} does not exist.	This error occurs when you enter an enter invalid interface.	Provide a valid numeric identifier for the <vlan_id>.
Failed to create VLAN <vlan_id>. Interface <eth> is configured with IP address 10.10.10.10. Cannot create a VLAN device over a configured interface. Unconfigure the IP before adding a VLAN device.	This error occurs when you try to tag a VLAN over an interface that is configured with an IP address .	Enter an IP address that is not configured to another interface. Alternatively, you may also unconfigure the existing IP address for the given interface and then tag VLAN.

**Table 5-21**      Main\_Menu > Network view (*continued*)

Error message	Explanation	Recommended action
Failed to create VLAN <vlan_id>. Interface <eth> is not cabled.	This error occurs when you try to tag a VLAN over an unplugged interface.	Ensure that the interface that is selected for tagging VLAN is plugged.
Failed to create VLAN <vlan_id>. Interface <eth> is slave to bond <bond>. Cannot create a VLAN over a bonded interface.	This error is displayed if you try to tag a VLAN over a bonded interface.	Ensure that the interfaces that is selected for VLAN tagging is not already a part of a bond.
Interface {interface} does not exist.	This error occurs if you enter an invalid interface name for creating bond using the <code>LinkAggregation</code> command.	Enter a valid interface name for creating a bond.
None of the given interfaces <interface(s)> are cabled. Make sure at least one interface is cabled.	This error is displayed if any of the interfaces that participate in creating bond are unplugged.	Ensure that at least one of the interfaces that participates in bond creation is plugged.
Cannot enable bonding for a single interface. To enable bonding, provide details for more than one interface.	This error is displayed if you provide a information for a single interface for creating a bond.	To create a bond, provide interface details for more than one interface.
Interfaces <interface(s)> are not of same type and speed.	This error occurs when you try to create a bond with interfaces that have different port speeds.	Ensure that the interface that are selected for creating a bond have same port speed.
Interface <interface> is part of a bond.	This error occurs when you provide details of an interface that is already a part of another bond.	Ensure that the interfaces that is selected for the operation is not already a part of a bond.
Cannot enable bonding for duplicate interface(s), <eth> To enable bonding, provide details for different interface(s)	This error is displayed if you enter duplicate interface names while creating a bond. For example, <eth3>, <eth4>, <eth4>	Do not enter duplicate interfaces names while creating a bond.
Interface <bond> is a bonded interface. Cannot use bonded interfaces in bond.	This error is displayed if you try to create a bond over using an interface that is already a part of another bond.	Ensure that the interfaces that is selected for creating a bond is not a part of an existing bond.
Cannot use interface <eth> in a bond. Interface is in use by VLAN <vlan_id>.	This error occurs when you try to create a bond using an interface over which a VLAN is tagged.	Enter details for an interface that does not have any VLAN(s) tagged over it.
More than one interfaces (eth4:10.10.10.10 eth5:10.10.10.11 ) are configured. Use Main->Network->Unconfigure to remove one.	This error occurs when you try to create a bond with interfaces for which have IP addresses are configured.	To create a bond between interfaces, IP address should not be configured for more than one interface.

Table 5-22 lists error message that are specific to the `Main_menu > Network > WANOptimization` view commands.

**Table 5-22** Main\_Menu > Network > WANOptimization view

Error code and error message	Explanation	Recommended action
<V-409-925-11> Invalid result returned.	Cannot get the WAN optimization status because of an unexpected error or because a service may be down.	Restart the web service by starting the NetBackup Appliance Shell Menu. Then run the following command:  <code>Support &gt; InfraServices &gt; Start WebServer</code>  If the issue continues, contact technical support.
< V-409-925-12> Network interface optimization cannot be enabled for network port {{port}}.	The individual network interfaces are part of a network interface port bond. The individual network interfaces that comprise a bond cannot be enabled.	To enable WAN optimization for an individual network interface that is part of a bond, you must first delete the bond. After deleting the bond, you can then enable WAN optimization for the selected network interface.  <b>Note:</b> Deleting the bond automatically disables WAN optimization for all network interfaces that comprise the bond.
< V-409-925-13> Network interface optimization cannot be disabled for network port {{port}}.	The individual network interfaces are part of a network interface port bond. Individual network interfaces that comprise a bond cannot be disabled	To delete WAN optimization for an individual network interface that is part of a bond, you must delete the bond. Deleting the bond automatically disables WAN optimization for all network interfaces that comprised the bond.
< V-409-925-14> Cannot disable WAN Optimization for network port {{port}}.	The specified network interface does not exist.	Remove the name of the network port that you want to disable from the parameters that you are entering on the command line.
< V-409-925-15> Cannot enable WAN Optimization for network port {{port}}.	The specified network interface does not exist.	Remove the name of the network port that you want to enable from the parameters that you are entering on the command line.

Table 5-23 lists error messages that are specific to the `Main_menu > Settings` view commands.

**Table 5-23**      Main\_menu > Settings view

Error code and error message	Explanation	Recommended action
V-409-810-0001: Unable to detect the Deduplication service because the appliance role is not set. You must configure the appliance role using the Main_Menu > Appliance commands before you can enable this feature.	The appliance cannot be configured as a target host for Optimized Duplication and Auto Image Replication over Fibre Channel (FC) before the appliance role is set.	Set the appliance role.
V-409-810-0013: Failed to enable the Deduplication service because of an internal error. Contact Veritas Technical Support.	The appliance cannot be configured as a target host for Optimized Duplication and Auto Image Replication over FC because of an internal error.	Contact Veritas Technical Support.
V-409-810-0014: Failed to perform the operation because of an internal error. Contact Veritas Technical Support.	The appliance cannot perform the operation because of an internal error.	Contact Veritas Technical Support.
V-409-810-0015: Failed to enable the Deduplication service because of an internal error. Contact Veritas Technical Support.	The appliance cannot load the target port configuration because of an internal error.	Contact Veritas Technical Support.
V-409-810-0017: Failed to perform the operation because of an internal error. Contact Veritas Technical Support.	The appliance cannot disable Fibre Transport Deduplication because of an internal error.	Contact Veritas Technical Support.
V-409-810-0018: The current appliance model is not standard. Check your HBA card configuration and then contact Veritas Technical Support.	The appliance cannot enable Fibre Transport Deduplication because the HBA card configuration in the real panel is not a NetBackup Appliance standard hardware configuration. The factory HBA card configuration may have changed for the following reasons: <ul style="list-style-type: none"> <li>■ One or more HBA cards have failed.</li> <li>■ One or more HBA cards have been installed or uninstalled.</li> </ul>	To troubleshoot the problem, do the following: <ul style="list-style-type: none"> <li>■ Check the hardware health or hardware alerts</li> <li>■ Check the HBA card in the real panel</li> <li>■ Contact Veritas Technical Support.</li> </ul>
V-409-810-0019: Failed to perform the operation because of an internal error. Contact Veritas Technical Support.	The appliance cannot perform the operation because of an internal error.	Contact Veritas Technical Support.

[Table 5-24](#) lists error messages that are specific to the `Main_menu > Support > FibreTransport` view commands.

**Table 5-24** Main\_menu > Support > FibreTransport view

Error code and error message	Explanation	Recommended action
V-409-810-0006: Failed to configure the chunk size for optimized duplication and replication because the appliance role is not set. Before you can configure the chunk size for optimized duplication, you must first set the appliance role.	The Fibre Transport (FT) chunk size cannot be configured and used before the appliance role is set.	Set the appliance role.
V-409-810-0007: Failed to set the chunk size for optimized duplication and replication because of an internal error. Contact Veritas Technical Support.	The FT chunk size cannot be configured and used because of an internal error.	Contact Veritas Technical Support.
V-409-810-0016: Failed to perform the operation because of an internal error. Contact Veritas Technical Support.	The appliance cannot perform the operation because of an internal error.	Contact Veritas Technical Support.

[Table 5-25](#) lists error message that are specific to the `Main_menu > Manage > FibreChannel` view commands.

**Table 5-25** Main\_menu > Manage > FibreChannel view

Error code and error message	Explanation	Recommended action
V-409-810-0002: Failed to restart the Deduplication service because of an internal error. Contact Technical Support.	The appliance cannot be configured as a target host for Optimized Duplication and Auto Image Replication over FC because of an internal error.	Contact Veritas Technical Support.
V-409-810-0011: Unable to configure the port <code>Slot:Port</code> as an FC Initiator port. The port is reserved for %s and cannot be changed. For more information about reserved HBA ports, refer to the NetBackup Appliance Fibre Channel Guide.	The port is reserved for use as target mode ports for SAN Client FTMS, and cannot be used as a initiator port for Optimized Duplication and Auto Image Replication over FC.	Use another port that can be used as a initiator port for Optimized Duplication and Auto Image Replication over FC.  Refer to the <i>NetBackup Appliance Fibre Channel Guide</i> for the available ports.

**Table 5-25**      Main\_menu > Manage > FibreChannel view (*continued*)

Error code and error message	Explanation	Recommended action
V-409-810-0012: Cannot find the port <code>Slot:Port</code> . Invalid HBA port identifier. Check the HBA ports on the appliance and make sure to enter a valid slot number (1-6) and a valid port number (1-2).	The appliance cannot find the port specified by the user. The user must have entered an invalid slot number, port number, or both.	Refer to the <i>NetBackup Appliance Fibre Channel Guide</i> for the available ports.
V-409-810-0014: Failed to perform the operation because of an internal error. Contact Veritas Technical Support.	The appliance cannot perform the operation because of an internal error.	Contact Veritas Technical Support.
V-409-810-0020: Failed to perform the operation because of an internal error. Contact Technical Support.	The appliance cannot perform the operation because of an internal error.	Contact Veritas Technical Support.

See [“NetBackup status codes applicable for NetBackup Appliance”](#) on page 62.

See [“Error messages displayed during initial configuration”](#) on page 33.

## NetBackup status codes applicable for NetBackup Appliance

This section lists the NetBackup error that can occur while, working with a NetBackup Appliance. It helps you to resolve the issues based on the corresponding error messages:

**Table 5-26**      NetBackup status codes

NetBackup status code	Message	Explanation
13	file read failed	A read of a file or socket failed.
48	client host name cannot be found	The system function <code>gethostbyname()</code> failed to find the client's host name.
83	media open error	The tape manager ( <code>bp<sub>t</sub>m</code> ) or disk manager ( <code>bp<sub>d</sub>m</code> ) did not open the device or file that the backup or restore must use.
84	media write error	The system's device driver returned an I/O error while NetBackup wrote to removable media or a disk file.

**Table 5-26** NetBackup status codes (*continued*)

NetBackup status code	Message	Explanation
89	problems encountered during setup of shared memory	The NetBackup processes use shared memory for some operations. This status is returned when an error is encountered in the initialization of the shared memory by the operating system's APIs.
213	no storage units available for use	The NetBackup resource broker ( <code>nbrb</code> ) did not find any storage units available for use. Either all storage units are unavailable or all storage units are configured for On demand only. In addition, the policy and schedule does not require a specific storage unit.
242	operation would cause an illegal duplication	If the request is processed, it causes a duplicate entry (for example, in the catalog or the configuration database). A duplicate catalog entry is usually due to a mistake in the specification of media IDs for NetBackup catalog backups.
1500	Invalid storage unit	The storage unit or storage unit group specified for one or more destinations in storage lifecycle policy is not valid.

For more information on NetBackup status codes, refer to *NetBackup™ Status Codes Reference Guide*.

See [“Error messages displayed on the NetBackup Appliance Shell Menu”](#) on page 53.

See [“Error messages displayed on the NetBackup Appliance Web Console”](#) on page 35.

See [“Error messages displayed during initial configuration”](#) on page 33.