NetBackup™ Status Codes Reference Guide

UNIX, Windows, and Linux

Release 11.2.0.1

COHESITY

NetBackup™ Status Codes Reference Guide

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Cohesity Support

Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to Cohesity Support, to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the Cohesity Support Portal to create a new case.
- Click the (**?**) icon on the Cohesity UI and select Support Portal.

Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the Cohesity Knowledge Base.
- Log in to the Cohesity Support Portal to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

   Note: Cohesity cannot process hardware replacement requests for partner hardware.

2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

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Media Manager status code 194 1300
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Chapter 3 Device configuration status codes 1303

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Device configuration status code 2 1304
Device configuration status code 3 1304
Device configuration status code 7 1305
Device configuration status code 8 1305
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Device configuration status code 98 1329
Device configuration status code 99 1330
Device configuration status code 100 1330
Device configuration status code 101 1330

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Device management status code 3 1332
Device management status code 4 1332
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Device management status code 6 1333
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Device management status code 79 1353
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Device management status code 83 1354
Device management status code 84 1354

Chapter 5 Robotic status codes 1355

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Robotic status code 200 1355
Robotic status code 201 1355
Robotic status code 202 1356
Robotic status code 203 1357
Robotic status code 204 1357
Robotic status code 205 1357
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Robotic status code 210 1359
Robotic status code 211 1360
Robotic status code 212 1360
Robotic status code 213 1361
Robotic status code 214 1361
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Robotic status code 230 1366
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Robotic status code 258 1373
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Robotic status code 262 1374

Chapter 6 Robotic error codes 1376

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Robot Error status code 2 1376

Robot Error status code 3 1377
Robot Error status code 4 1377
Robot Error status code 5 1377
Robot Error status code 6 1378
Robot Error status code 7 1378
Robot Error status code 8 1378
Robot Error status code 9 1378
Robot Error status code 10 1379
Robot Error status code 11 1379
Robot Error status code 12 1380
Robot Error status code 13 1380
Robot Error status code 14 1380
Robot Error status code 16 1380
Robot Error status code 17 1381

Chapter 7 Security services status codes 1382

Security services status codes 1382
Security services status code 93 1382
Security services status code 94 1382
Security services status code 95 1383
Security services status code 96 1383
Security services status code 97 1383
Security services status code 98 1383
Security services status code 99 1384
Security services status code 100 1384
Security services status code 101 1384
Security services status code 102 1384
Security services status code 103 1384
Security services status code 104 1385
Security services status code 105 1385
Security services status code 106 1385
Security services status code 107 1385

Chapter 8 NetBackup alert notification status codes 1387

NetBackup alert notification status codes 1387

Chapter 1

NetBackup status codes

This chapter includes the following topics:

- NetBackup status codes
- NetBackup KMS status codes

NetBackup status codes

The following is a complete list of the NetBackup status codes that are listed in numerical order:

Note: The term media server, as distinct from master server or server, does not apply to the NetBackup server product. When you troubleshoot a Server installation, ignore any references to media server. (This note does not apply to the NetBackup Enterprise Server.)

NetBackup status code: 0

Message: The requested operation was successfully completed.

Explanation: No problems were detected with the requested operation.

Recommended Action: No action is needed, unless a database was backed up through a database extension product (for example, NetBackup for Oracle or NetBackup for SQL Server). In those instances, code 0 means the backup script (that started the backup) ran without error. However, you must check other status as explained in the related NetBackup manual to see if the database was successfully backed up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1

Message: The requested operation was partially successful.

Explanation: A problem was detected that may require corrective action during the requested operation.

Recommended Action: Review the All Log Entries report and also the progress log (if there is one).

The following are some of the problems that can appear under status code 1:

- A file or a directory path is more than 1023 characters long.
  For NetBackup Snapshot Client, the maximum path name length is 1000 characters for snapshot backups, not 1023. When the snapshot is created, a new mount point is added to the beginning of the file path. If the new mount point plus the original file path exceeds 1023 characters, the backup fails with status code 1. The progress log includes the entry

  ```
  ERR-Skipping long dir path.
  ```

- You cannot open a file.
  The file may have been locked for some reason.
- The following information applies only to UNIX systems:
  NetBackup cannot get the link name of a file.
- The following information applies only to UNIX systems:
  NetBackup cannot process a sparse file.
- A read error that was encountered in a file.
- File is of an unknown type, or may be hidden.
- The following information applies only to UNIX systems:
  The `lstat` system call fails on a file that is eligible to be backed up. This error may be a permission problem.
- The following information applies only to UNIX systems:
  A file cannot be locked that has mandatory locking enabled.
- A synthetic backup job may terminate with a status code 1 under the following conditions:
  - No images were found to synthesize (status code = 607).
  - TIR information has been pruned from component images (status code = 136).
  - Image format is unsupported (status code = 79).

The synthetic backup job logs the actual status code in the NetBackup error log. Refer to the documentation for the corresponding NetBackup error code for the corrective action to take.

- A BMR job may terminate with status code 1 in the following situation:
  You save the BMR configuration and it returns an error even though the child jobs completed successfully. For information, examine the **Detailed Status** tab of the **Job Details** dialog box, or the `nbjm` unified log (originator ID 117).
- A policy that contains multiple backup scripts starts a scheduled backup of a UNIX database extension client. If it fails with a status code 1, some of the backup scripts returned a failure status.
- On clients using Windows Open File Backups (WOFB) to back up open or active files, the following may occur:
  Volume snapshots were not enabled successfully for the backup.
  The following logging messages should appear in the `bpbkar32` logs if volume snapshots were not successfully enabled.
  If multistreamed backup jobs are enabled, log messages similar to the following appear that indicate volume snapshots were not enabled for the multistreamed backup job:

```
11:05:44.601 AM: [1536.724] <4> tar_backup::V_AddToFI_XBSAObj:
INF - Volume snapshots not enabled for: D:\Directory1
```

  If multistreamed backups were not enabled, log messages similar to the following appear, which indicate volume snapshots were not enabled for the non-streamed backup job:

```
1:59:41.229 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_CreateSnapshot: INF -
==============================
1:59:41.229 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_CreateSnapshot: INF - Attempting to
create snapshots for D:\Directory1
1:59:41.229 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_CreateSnapshot: INF - CREATE request:
C:\Program Files\Cohesity NetBackup\NetBackup\bin\bpfis create -fim VSP
"D:\ Directory1"
1:59:41.799 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_ParseBpfisOutput: INF - Snapshot
creation, FIS_ID: 1058813981
1:59:41.799 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_ParseBpfisOutput: INF - Snapshot creation
EXIT STATUS 11: system call failed
```

```
1:59:41.799 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_CreateSnapshot: INF - Snapshot creation
was not successful
1:59:41.799 PM: [2076.2088] <4>
V_Snapshot::V_Snapshot_CreateSnapshot: INF -
==============================
```

In this case, examine the `bpfis` logs for error messages regarding snapshot creation failures. More details are available on the `bpfis` logs.

See the NetBackup Snapshot Client Administrator's Guide.

In the `bpfis` logs, the following messages may appear when snapshot creation fails for Windows Open File Backup:

First message:

```
04:01:14.168 [376.2364] <32> onlfi_fi_split: VfMS error 11; see
following messages:
04:01:14.168 [376.2364] <32> onlfi_fi_split: Fatal method error
was reported
04:01:14.168 [376.2364] <32> onlfi_fi_split: vfm_freeze_commit:
method: VSP, type: FIM, function: VSP_make
04:01:14.168 [376.2364] <32> onlfi_fi_split: VfMS method error
3; see following message:
04:01:14.168 [376.2364] <32> onlfi_fi_split: snapshot services:
snapshot creation failed: invalid argument(s).
```

Cause: VSP was not enabled because the VSP snapshot for the backup did not meet the specified minimum time in the Busy File Wait VSP setting.

Either increase the Busy File Timeout VSP setting (recommended setting: 300 seconds or more) or submit the backup job when the volume has less activity.

Second message:

```
04:17:55.571 [1636.3224] <2> onlfi_vfms_logf: snapshot services:
(null): There was an unexpected error while preparing the VSP
snapshot transaction. Dumping the parameter array to provide
more information: Error 112 from VSP_Prepare
```

Cause: VSP was not enabled for the backup because the client for the VSP Snapshot Cache files does not have enough free disk space.

Free up disk space on the volumes being backed up.

Third message:

If Microsoft Volume Shadow Copy Service (VSS) is used as the Windows Open File Backup snapshot provider and snapshot creation fails, refer to the following: Event Viewer's Application and System Logs for error information.

- A snapshot error may have occurred. Also, you may have some clients that use the Windows Open File Backup option to back up open or active files. In this case, a log message in the `bpbkar32` debug log appears, which indicates that a snapshot error occurred.
  The following is an example of a snapshot error:

  ```
  8:51:14.569 AM: [1924.2304] <2> tar_base::V_vTarMsgW: ERR -
  Snapshot Error while reading test.file
  ```

  See the recommended actions under status code 156.
- The backup of Microsoft Exchange Server included multiple databases, but not all of the databases were backed up successfully. Review the job details for statements about the databases that were not backed up. In a full or a differential backup, the transaction logs are truncated for any databases that are backed up successfully. The transaction logs can be restored from the backup image even if backups of other databases fail. Warning: Any database for which the backup has failed is unprotected by this backup.
- A granular-enabled backup of Microsoft Exchange Server successfully backed up the databases, but the second GRT phase to capture mailbox-level information failed. Review the job details for the cause of the failure. In a full or a differential backup, transaction logs are truncated for the databases that are backed up successfully, regardless of whether the GRT phase succeeds. Any database that is backed up successfully can be restored from the backup image even if the GRT phase fails.
- During VMware backup, the virtual machine cannot be unlocked to allow storage migration.
  The virtual machine can be restored from this backup. However, you may want to correct this problem before the next backup.
- During VMware backup, the virtual machine snapshot cannot be deleted or the virtual machine's disks cannot be consolidated.
  The virtual machine can be restored from this backup. However, you may want to correct this problem before the next backup.
- During VMware restore, the virtual machine cannot be imported into vCloud. In the Activity Monitor, the Detailed Status tab of the job details includes messages from vCloud Director that indicate the reason for the error.
  The restored virtual machine is present on the destination vCenter. However, you must manually import it into vCloud.

A NetApp NDMP accelerator backup may terminate with a status code 1 with the following clock discrepancy warnings for the volumes:

- `Clock discrepancy detected between NDMP filer and NetBackup Media Server.`
- `If this is not expected, please perform a backup with Accelerator forced rescan enabled.`
- `In order to stop seeing these messages, please address clock discrepancy.`

One of the following situations can cause the clock discrepancy issue:

- If the NetApp filer and NetBackup NDMP backup host have a time difference of more than one hour, a clock discrepancy warning is displayed. This warning is displayed for all of the volumes.
  Check the time difference for the affected volumes and update as required. Or use a media server that is in the same time zone as the filer.

  Note: An NTP server is the recommended method to ensure the correct time.

- If any SnapMirror (Data Protection) volume has a lag time of more than one hour, the warnings appear for that volume.
  Use the following command to determine if the volume is a Data Protection volume and if the lag time is greater than one hour:
  - For NetApp Clustered Data ONTAP (cDOT):
    `snapmirror show -fields lag-time`
  - For NetApp 7-mode:
    `snapmirror status`

  If Data Protection volumes are found on the filer, either:
  - Browse to and select the volumes for backup in the Backup Selections for the NetBackup policy.
  - Use the VOLUME_EXCLUDE_LIST with the ALL_FILESYSTEMS directive to exclude the mirror volumes.

When a VMware agentless restore is performed, the restore can cause one of the following issues:

- Failed to detach the vmdk %s or the SCSI controller to which %s vmdk is attached from the destination VM %s during cleanup.
  Manually detach the vmdk or the controller.
- Deletion of temporary VM %s failed with error %d.
  Manually delete the specified VM.

- Failed to clean the staging location %s on destination VM %s.
  Manually delete the staging location.
- Failed to attach the temporary vmdk %s to the destination VM %s with error %d.
  Make sure that the target VM has at least one Paravirtual controller with available LUNs.
- Failed to upload the process rename file to the destination VM %s with error %d.
  Make sure there is sufficient space available in target VM. Review the `bpVMutil` log file on the target VM for additional information on this issue.
- Failed to restore the selected files and folders.
  Review the `tar` log to troubleshoot this issue.
- Failed to identify the newly attached device on destination VM %s. One possible cause is that the destination VM user credentials have insufficient permissions. It is recommended destination VM user credentials have root or administrative privileges.

NetBackup did not find one or more SQL Server databases that were specified in the intelligent group in the SQL Server policy. A message like the following is included in the error log.

```
08:31:05.561 [5736.15584] <2> debuglog: <16> bphdb do_script: ERR -
exit status: 5465 Could not find database objects during backup.
08:31:05.561 [5736.15584] <2> debuglog: <16> bphdb do_script: INF -
Partial success status so switch status from <5465> to <1>
```

Perform one of the following actions to resolve the issue:

- Review the intelligent group in the policy and adjust the query. If no action is taken, any databases that NetBackup can't find during a future backup are skipped and the **Database state** for these databases is changed to "Deleted".
- If you want continued access to the database, you can use NetBackup to recover it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2

Message: none of the requested files were backed up

Explanation: A backup or archive did not back up any of the files in the file list.

This status code applies primarily to automatic backups using Lotus Notes or SQL Server database agents, when all the backups that are job-related have failed. Or, an Enterprise Vault backup has failed. It should not occur for standard file system backups.

Open a NetBackup support case if you encounter this error for a UNIX, Linux, or Windows file system backup, or for database agents other than SQL Server or Lotus Notes.

Recommended Action: Do the following, as appropriate:

- The following information applies only to Lotus Notes:
  This error occurs when archive style logging is not enabled for the Lotus Domino server on UNIX. It also occurs when another backup of the transaction logs is in progress.
- See the troubleshooting topic of the appropriate guide for a description of troubleshooting tools:
  - NetBackup for Microsoft SQL Server Administrator's Guide
  - NetBackup for Lotus Notes Administrator's Guide
  - NetBackup for Enterprise Vault Agent Administrator's Guide

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3

Message: valid archive image produced, but no files deleted due to non-fatal problems

Explanation: The backup portion of the archive command reported problems so the files were not deleted.

Recommended Action: Examine the progress log or status of the archive on the client to determine if you need to retry the archive after you correct the problem. If the problem is not serious and the files were backed up, you can manually delete the files. To verify the files that were backed up, use the NetBackup client-user interface in restore mode and browse the files in the archive.

A possible cause for files not being deleted is that you do not have the necessary permissions. NetBackup cannot delete files unless you are the user that owns the files, a superuser on UNIX, or an administrator on Windows.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4

Message: archive file removal failed

Explanation: The backup portion of the completed archive was successful but the delete failed.

Recommended Action: Verify that you have permission to delete the files and that the read-only flag is not set for the files. On UNIX clients, verify that you have write permission to the directories that contain the files. Since the backup was successful, you can delete the files that were backed up. (If you do not have the necessary permissions, have the system administrator delete the files.)

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5

Message: Restore failed completely.

Explanation: The following issues can cause this issue:

- The vCPU for Azure was consumed past the threshold limit.
- When you restore a replicated copy of EC2 instance to an alternate location, the key-pair names must be same on the source and the destination region.
- The source snapshot is removed from the cloud provider.
- The following are possible causes of granular restore failure:
  - Granular restore is not supported for the file systems and destination hosts that are created on LVM, LDM, storage pool, all variants of FAT, and volumes without drive letters.
  - The destination free disk space.
  - The destination file system was read-only.
  - Invalid destination path.
  - Before NetBackup Snapshot Manager version 10.0, `vxms` indexing was not supported. The granular restore (GRT) failed when a GRT is attempted from an older version of NetBackup Snapshot Manager and the source disk had `lvm` configured.

Recommended Action: To correct this issue, try the following solutions as appropriate:

- If using Azure, contact your cloud provider to increase the threshold limit.

- If you try to restore a replicated copy of EC2, create a new key-pair in the destination region. The new key-pair must be consistent with the key-pair in the source region.
- Source snapshot must be retained on the cloud provider until the image expiration duration is selected in the protection plan.

When a VMware agentless restore is performed, the restore can cause one of the following issues:

- Failed to upload recovery tool on destination VM %s with error %d.
  Make sure there is sufficient space or permissions available at the staging location.
- Failed to extract the recovery tool on the destination VM.
  Confirm there is sufficient space available at the staging location %s in the target VM.

When a granular restore fails, perform the following:

- For `lvm` and `ldm` disks granular restore, upgrade the Snapshot Manager to version 10.0.
- Ensure that restore destination path is accessible with sufficient privileges and disk space.
- The file wise restore error and warning report is available on source host (Windows or Linux) as follows:
  - Windows host path:
    `C:\ProgramData\Veritas\CloudPoint\restore\<job-id>/`
  - Linux host path: `/root/veritas/<job-id>/`
    These locations provide the details of the disk wise restored file status.
    For example:

```
D#.log -> Existing log file which shows higher level failure
D#-Error.log ->This file is generated only when an error
(at least one) is displayed during the copy process.

This file logs the Actual Exception / OS exception.
D#-Warning.log -> This file is generated only when a warning message
(at least one) is displayed during the restore task.
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6

Message: User backup failed

Explanation: The possible causes for this error are as follows:

- The cloud provider credentials are not updated.
- Situations that cause a restore operation to fail:
  - For example, if you restore a disk snapshot to the same instance and if the existing disk is still attached to the instance, the restore operation fails.

Recommended Action: Do the following, as appropriate:

- Ensure that the appropriate plug-in is configured in the web UI with the appropriate credentials. If the credentials are changed, ensure that they are updated from the web UI.
- Detach the disk from the target instance.

Table 1-1 Restore failed due to SSL certificate issues or connectivity issues between Snapshot Manager and Azure or Azure Stack

Message	Recommended action
Unable to retrieve the certificate CRL. If you have configured the `ECA_CRL_PATH`, ensure that valid CRLs are present at the location. Check if the CRL URL is accessible from the Snapshot Manager.	Copy the latest CRL into the `ECA_CRL_PATH` path or ensure the CRL distribution point URL, from the respective host certificate, is accessible from the Snapshot Manager.
The Azure or Azure Stack servers' certificate is revoked. Ensure that the certificates are not revoked by certificate authority.	Contact your security administrator to ensure that the server presents a valid certificate. ■ If the certificate was revoked in error, reissue a certificate for the host. ■ If the certificate was revoked as intended, an attempted security breach may have occurred.

Table 1-1 Restore failed due to SSL certificate issues or connectivity issues between Snapshot Manager and Azure or Azure Stack *(continued)*

Message	Recommended action
The certificate revocation list (CRL) is expired. Ensure that the `ECA_CRL_PATH` is updated with the latest CRL.	Ensure that the latest CRL's are uploaded at the `ECA_CRL_PATH` path. You can update the NetBackup CRL cache manually by using the following command on Snapshot Manager: `docker exec -i flexsnap-certauth bash -c '/usr/openv/pdde/pdopensource /nbcertcmdtool/nbcertcmdtool -atLibPath /usr/openv/pdde/pdopensource/nbcertcmdtool -updateCRLCache'`
The certificate revocation list (CRL) is not yet valid.	Review your Snapshot Manager's system time or provide a valid CRL.
The date of last update of the certificate revocation list (CRL) is not in a valid format.	Check the CRL using the `openssl` command or contact your Security Administrator.
The date of next update of the certificate revocation list (CRL) is not in a valid format.	Check the CRL using the `openssl` command or contact your Security Administrator.
The Azure or Azure Stack server certificate is expired. Ensure that the server has a valid certificate.	Review the certificate and ensure the validity of it by checking the certificate to make sure that the end date is valid. Check if the Snapshot Manager's clock is in sync with the specified server. Correct the time on the host, if necessary, and rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.
The Azure or Azure stack servers certificate is not yet valid.	Check if the Snapshot Manager's clock is in sync with the specified server. Correct the time on the host, if necessary, and rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Table 1-1 Restore failed due to SSL certificate issues or connectivity issues between Snapshot Manager and Azure or Azure Stack *(continued)*

Message	Recommended action
Unable to find the public root and intermediate certificates of the Azure Stack server.	Ensure that the certificate file is configured correctly at the `ECA_TRUST_STORE_PATH` located in the `bp.conf` file on the Snapshot Manager. Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.
Failed to load the Certificate Revocation List (CRL) from CRL cache. Ensure that the valid CRL file is configured on the Snapshot Manager for Azure or Azure Stack by `ECA_CRL_PATH`.	Ensure that the valid CRL file is configured on the Snapshot Manager for Azure or Azure Stack by the `ECA_CRL_PATH`.
Failed to connect to the Azure or Azure Stack server. Ensure network connectivity between Snapshot Manager and the Azure or Azure Stack server.	Ensure network connectivity between the Snapshot Manager and the Azure or Azure Stack server.
Cannot use the specified SSL cipher for Azure or Azure Stack server.	Contact Cohesity Technical Support.
Operation failed with cURL error:	Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7

Message: the archive failed to back up the requested files

Explanation: Errors caused the user archive to fail.

Recommended Action: Verify that you have read access to the files. Check the progress log or the status on the client for messages on why the archive failed. Correct problems and retry the archive.

On Windows clients, verify that the account used to start the NetBackup services has read access to the files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8

Message: unable to determine the status of rbak

Explanation: On DomainOS clients, `rbak` is used to do restores. If `rbak` does not exit with a status message, NetBackup cannot determine if the restore works.

Recommended Action: Check for a new core file to see if `rbak` quit abnormally. Check the `ps` output to see if `rbak` is hung. If so, cancel it and try again. Check the progress log for any unusual messages from `rbak`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9

Message: a necessary extension package is not installed or not configured properly

Explanation: A NetBackup extension product must be installed and configured to perform the requested operation.

Recommended Action: Verify that the required extension product is installed and configured.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 10

Message: allocation failed

Explanation: The system memory allocation fails because of insufficient system memory available. A possible cause is that the system is overloaded with too many processes and not enough physical or virtual memory.

Recommended Action: Free up memory by terminating any unneeded processes that consume memory. Add more swap space or physical memory.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 11

Message: system call failed

Explanation: A system call has failed. This status code is used for a generic system call failure that does not have its own status code.

Recommended Action: Do the following, as appropriate:

- Check the All Log Entries and Problems reports to determine the system call that failed and other information about the error.
- `nbjm` and `nbproxy` return status code 11 when an exception is processed, such as when `nbproxy` obtains policy or configuration information. Examine the `nbjm` unified log (originator ID 117) or the `nbproxy` legacy log for more detail on the cause of the error.
- A frequent cause is that the server's file system is full. For example, you may see a message similar to the following in the Problems report or `bpdbm` debug log:

  ```
  06/27/95 01:04:00 romb romb  db_FLISTsend failed: system call
  failed (11)
  06/27/95 01:04:01 romb romb  media manager terminated by parent
  process
  06/27/95 01:05:15 romb romb backup of client romb that exited with
  status 11 (system call failed)
  ```

  On UNIX systems, run a `df` command on the `/usr/openv/netbackup/db` directory.
  If the `df` command does not reveal the problem, check the `bpdbm` debug logs or do a `grep` for the message

  ```
  system call failed
  ```

  In relevant files under the directory `/usr/openv/netbackup/db/error/`
  On Windows systems, verify that the disk partition where NetBackup is installed has enough room.
- Verify that the system is not running out of virtual memory. If virtual memory is the problem, turn off unused applications or increase the amount of virtual memory.

  To increase virtual memory on Windows, do the following in the order presented:

  - Display the Control Panel.
  - Double-click **System**.
  - On the **Performance** tab, set **Virtual Memory** to a higher value.
- The following information applies only to UNIX clients:

Check for a semaphore problem. This error may occur because the system does not have enough allocated semaphores. It is most commonly seen on Solaris servers when an RDBMS is also running.

The symptoms of the problem vary. In some cases, error messages in the NetBackup log indicate a backup failure due to an error in semaphore operation. Another symptom is the inability of the NetBackup device manager daemon, `ltid`, to acquire a needed semaphore.

System requirements vary; thus, no definite recommendations can be made. One customer running NetBackup and ORACLE on a Solaris server made the following changes to the `/etc/system` file and then restarted the system (`boot -r`). The changes were adequate.

```
set semsys:seminfo_semmni=300
set semsys:seminfo_semmns=300
set semsys:seminfo_semmsl=300
set semsys:seminfo_semmnu=600
```

Set these attributes to a value great enough to provide resources to all applications on your system.

- Examine other debug logs or the progress log or status on the client. Examine the `nbjm` unified log (originator ID 117) for more detail on the cause of the error.

In case of NetApp storage, ensure that the following configurations are done in NetApp system manager:

- Enable **Make snapshot (.snapshot) directory visible** option.
- Disable **Automatically delete older Snapshot** copies.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 12

Message: file open failed

Explanation: An open of a file failed.

A disk storage unit tries to write to or create a directory on the root device of the NetBackup server or media server. In this case, the Activity Monitor job details log contains the message "not permitted to root device." By default, the absolute path or specified directory for a disk storage unit cannot be on the root file system (or system disk). You must explicitly enable them to be there when the storage unit is created.

Recommended Action: Do the following as appropriate:

- If you want the path for the disk storage unit to reside in the root file system: Open the **Change Storage Unit** dialog box in the **NetBackup Administration Console** and select the check box: **This directory can exist on the root file system or system disk.**
- If the specified path for the disk storage unit is not in the root file system or system device, verify that the path is in a mounted file system.
- If the specified path for the disk storage unit is in the root file system or system device but does not need to be there, use the **Change Storage Unit** dialog box to specify a different (non-root) path in a mounted file system.
- Check the NetBackup Problems report. Try to determine the file and why the error occurred. A possible cause is a permission problem with the file. For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then, retry the operation and check the resulting debug log.
- For NetBackup Lotus Notes, point-in-time restore jobs may fail with a status 12. These jobs are initiated from the master server by using either the **NetBackup Administration Console** or the Backup, Archive, and Restore interface. Their failure is reported in the NetBackup tar log file. (For Windows, this file is located in the *install_path*\NetBackup\logs\tar folder. For UNIX, it is located in the /usr/openv/netbackup/logs/tar folder.) If the install path of the NetBackup master server is different from the install path of the NetBackup client, the automatic restore of Lotus transaction log extents during recovery of the Lotus database fail. Note that the Activity Monitor shows a status 0 (successful). The tar log on the client, however, shows success for the restore but a failure (status 12) for the Lotus database recovery.
  Perform the restore job from the Backup, Archive, and Restore interface on the NetBackup client.
- For NetBackup Snapshot Client, status code 12 may appear in the /usr/openv/netbackup/logs/bptm or bpdm log with the following:

  ```
  tpc_read_config failed: cannot open file
  /usr/openv/volmgr/database/3pc.conf
  ```

  This status code may indicate that the policy is configured with either the NetBackup media server or the Third-party Copy Device as the off-host backup method, but the 3pc.conf file does not exist or is in the wrong location.
  Instructions are available on how to create the 3pc.conf file.
  See the NetBackup Snapshot Client Administrator's Guide.
- For a FlashBackup policy, if the CACHE= entry follows the source data entry, the backup fails with status code 12. Messages such as the following appear in the /usr/openv/netbackup/logs/bpbkar logs on the client:

```
09:55:33.941 [6092] <16> bpfsmap: ERR - open_snapdisk: NetBackup
snapshot enable failed error 3
09:55:33.942 [6092] <32> bpfsmap: FTL - bpfsmap: can't open
snapshot disk /dev/rdsk/c4t1d0s3 errno 0
09:55:33.950 [6092] <16> bpbkar Exit: ERR - bpbkar FATAL exit
status = 12: file open failed
09:55:33.956 [6092] <4> bpbkar Exit: INF - EXIT STATUS 12: file
open failed
09:55:33.957 [6092] <2> bpbkar Exit: INF - Close of stdout
complete
```

Change the order of the backup selections list so that the CACHE entry precedes the source data entry. (The source data entry specifies the raw partition that contains the file system to be backed up.)

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 13

Message: file read failed

Explanation: A read of a file or socket failed.

The possible causes include the following:

- A network communication problem that occurred on the master server, media server, or one of the clients.
- An I/O error that occurred during a read from the file system.
- Read of an incomplete file or a corrupt file.
- A socket read failure caused by a network problem or a problem with the process that writes to the socket.
- A problem specific to NetBackup Snapshot Client (see recommended actions).
- The first EV-SQL backup after a NetBackup installation failed.
  See the Troubleshooting section of the NetBackup for Enterprise Vault Agent Administrator's Guide.
- On Windows, the file list that NetBackup generates for the snapshot copy operation does not have enough information to restore from the `tar32` copy. For example, block number information is not correct because the `tar32` copy is not yet created.
- NetBackup does not support the policy's **Enable file recovery from VM backup** option for dual-boot VMs.

- Locking timeouts in the VMware VDDK may cause simultaneous hotadd backups from the same VMware backup host to fail.
  In the NetBackup Activity Monitor, the detailed status log may include messages similar to the following:

  ```
  12/05/2014 06:43:53 - begin writing
  12/05/2014 06:48:53 - Error bpbrm (pid=2605) socket read failed:
  errno = 62 - Timer expired
  12/05/2014 06:48:55 - Error bptm (pid=2654) media manager terminated
  by parent process
  ```

  The `/netbackup/logs/vxms` log may include repeated instances of a VDDK message similar to the following:

  ```
  12/08/2014 05:11:35 : g_vixInterfaceLogger:libvix.cpp:1844 <DEBUG> :
  [VFM_ESINFO] 2014-12-08T05:11:35.146-06:00 [7F1B1163F700 info Libs']
  FILE: FileLockWaitForPossession timeout on '/var/log/vmware/hotAddLock.
  dat.lck/M34709.lck' due to a local process '15882-26732358(bpbkarv)'
  ```

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on where and why the problem occurred.
- Check that network communication works properly.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- For a FlashBackup client, check the `/var/adm/messages` log for errors like the following:

  ```
  Mar 24 01:35:58 bison unix: WARNING: sn_alloccache: cache
  /dev/rdsk/c0t2d0s3 full - all snaps using this cache are now
  unusable
  ```

  This error indicates that the cache partition is not large enough. If possible, increase the size of the cache partition. Or, if multiple backups use the same cache, reduce the number of concurrent backups. To reduce the number, reschedule some of them or reschedule the entire backup to a time when the file system is less active.
- For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.
- Ensure that the latest service packs for all products and components (SQL Server, Exchange, Notes, etc.) have been installed.

- Ensure that all the network hardware (NICs, hubs, switches, routers, etc.) throughout the environment are set to full duplex, not half duplex.
- Check the following items regarding the NICs in your system:
  - Upgrade to the latest NIC drivers throughout the system.
  - Ensure that all NICs are set to full duplex, not half duplex.
    See Troubleshooting network interface card performance in the NetBackup Troubleshooting Guide.
  - Increase the timeout settings on the NIC.
  - If NIC teaming is implemented, deactivate for testing purposes.
  - Replace the NIC itself on the affected client or server.
- For NetBackup Snapshot Client, status code 13 may appear in the `/usr/openv/netbackup/logs/bpbkar` log.

  The log can indicate the following:

  - The files to back up reside on an IDE drive as opposed to SCSI. The off-host backup method was set to either NetBackup media server or Third-Party Copy Device. If you use off-host backup, the disk that contains the client files must be a SCSI or Fibre Channel device.
    If the disk is an IDE drive, you may see the following in the `/usr/openv/netbackup/logs/bpfis` log:

    ```
    get_disk_info: FTL - /var/tmp/caa026fEU disk_inquiry failed.
    Errno = 25: Inappropriate ioctl for device
    ```

    The following listing may appear in the `/usr/openv/netbackup/logs/bpbkar` log:

    ```
    bpbkar: INF - Processing /var
    bpbkar: ERR - get_disk_info() failed, status 13
    bpbkar: ERR - tpc_get_disk_info() failed: err 13
    bpbkar: ERR - bpbkar FATAL exit status = 13: file read failed
    bpbkar: INF - EXIT STATUS 13: file read failed
    ```

  - The files to back up exist on a file system that is not mounted. The file system that is specified as the snapshot source must be mounted. If the snapshot source is not mounted but the mount point is present, NetBackup may try to take a snapshot of the directory preceding the directory that was specified as the snapshot source.
  - For the NetBackup media server method, you may need to increase the client read timeout value. In some environments, NetBackup may require

more read time than the default value allows. If the client read timeout is insufficient, the backup may fail and that causes this error.

To increase the client read timeout for all clients, in the **NetBackup Administration Console**, go to **Host Properties > Master Servers >** double-click the master server, then go to **Properties > Timeouts**. Then, increase the client read timeout.

- On Windows, refresh the **Backup, Archive, and Restore** client console and retry the restore. This action refreshes the file list that is displayed in the client console and passes the correct information about the selected files.
- To prevent timeouts in the VMware VDDK that cause simultaneous hotadd backups from the same VMware backup host to fail, do one of the following:
  - Reduce the number of hotadd backups that run simultaneously.
  - Increase the client-read timeout on the media server as appropriate (15 minutes or more):
    In the NetBackup Administration Console, click **NetBackup Management > Host Properties >** Double-click on media server **> Timeouts > Client read timeout**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 14

Message: file write failed

Explanation: A write to a file or socket failed.

Possible causes include the following:

- An I/O error that occurred during a write to the file system.
- Write to a socket failed. The cause of this failure is a network problem or a problem with the process that reads from the socket.
- Writing to a full disk partition.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on where and why the problem occurred.
- For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.
- Make sure that the routers, bridges, and other network devices are all at "full" duplex.

See Troubleshooting network interface card performance in the NetBackup Troubleshooting Guide.

- Use a "sniffer" program to determine the number of packets being rejected or re-requested.
- On Windows systems, the client `bpbkar` log may contain a 10054 Connection Reset Error (usually indicates a hardware error). Somewhere between the NetBackup client and server, the connection was reset. When NetBackup receives this error, it cannot continue the backup. This error has been attributed to the following:
  - A hiccup in the network.
  - A bad network interface card on a NetBackup client.
  - A bad network interface card on the NetBackup server.
  - Faulty routers.
  - Any other applications that interfere with NetBackup connections.
- The error occurs while you use the NetBackup Java interface: The application server (`bpjava` processes) for the NetBackup Java interface probably ran out of disk space in the file system containing `/usr/openv/netbackup/logs/user_ops`. The application server writes temporary files into directories in the `/user_ops` directory. Try clearing up disk space in the file system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 15

Message: file close failed

Explanation: A close of a file or socket failed.

Recommended Action: Check the NetBackup Problems report for clues on where and why the problem occurred. For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 16

Message: unimplemented feature

Explanation: The specified operation is not implemented. This error should not occur through normal use of NetBackup.

Recommended Action: Save all of the error information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 17

Message: pipe open failed

Explanation: Occurs in NetBackup client menu and Vault areas.

Recommended Action: Save all of the error information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 18

Message: pipe close failed

Explanation: A pipe close failed when one process tries to start a child process.

Recommended Action: Check the NetBackup Problems report for clues on why the failure occurred. For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 19

Message: getservbyname failed

Explanation: A call to `getservbyname()` failed. The `getservbyname()` function uses the name of the service to find a service entry in the `services` file. (Or NIS services map on UNIX if it is configured.)

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on why the failure occurred.
- On a UNIX or Linux system, check that `/etc/services` and NIS services map (if applicable) have entries for the NetBackup services: `bpcd`, `bpdbm`, and `bprd`.

- On a Windows system, verify that the `%SystemRoot%\system32\drivers\etc\services` file shows the correct entries for the NetBackup Internet processes: `bpcd`, `bpdbm`, and `bprd`.
  Ensure that the following numbers match the settings in the `services` file: The NetBackup Client Service Port number and NetBackup Request Service Port number on the **Network** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface and click **NetBackup Client Properties** on the **File** menu. The values on the **Network** tab are written to the `services` file when the NetBackup Client service starts.
  See "Verifying host name and service entries" in the NetBackup Troubleshooting Guide.
- Check the level of network activity. An overloaded network can cause this error.
- If these actions do not reveal the problem, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 20

Message: invalid command parameter

Explanation: The following issues may cause this error:

- One or more command parameters were not valid. This error can occur when incompatible levels of NetBackup are installed on a master and its media servers or clients. For example, a NetBackup master server has NetBackup 10.0 and the media server or the client has NetBackup 8.0.
- The wrong parameters are used when you run a command line.
- If you protect the NAS arrays using the VSO FIM snapshot method, Data mover is not supported to perform off-host backup.
- For BigData policies, the media server and the backup hosts must use the same NetBackup version.

Recommended Action: Do the following, as appropriate:

- Review the NetBackup Problems report for clues.
- If the error occurs when you run a command on the command line, verify that the parameters are valid.

- This status code may occur if `nbjm` passes parameters but does not have a required parameter. Review the `nbjm` unified logs (originator ID 117) for the list of parameters that were passed.
- The following information pertains to NetBackup Snapshot Client.
  - If the following appears in the `/usr/openv/netbackup/logs/bptm` log as enabled on a third-party copy backup, multiplexing was enabled on a third-party copy backup:

    ```
    bptm: cannot perform Third-Party-Copy for multiplexed backups
    send_brm_msg: ERROR 20

    bptm: EXITING with status 20
    ```

    The Third-party Copy Device off-host backup method is incompatible with multiplexing (the writing of two or more concurrent backup jobs to the same storage device). You must disable multiplexing for any third-party copy backups. If multiplexing is enabled, the backup fails.
  - The media server may not have the correct `3pc.conf` file entry for the client disk that is needed for the backup.
    The following appears in the `/usr/openv/netbackup/logs/bpbkar` log:

    ```
    14:45:00.983 [15773] <4> bpmap_mm_get_devid: GET_DEVICE_INDEX 1
    EMC:SYMMETRIX:601092014000
    14:45:00.986 [15773] <4> bpbkar child_send_keepalives: keepalive
    child started, pid = 15822
    14:47:02.029 [15773] <4> bpmap_mm_get_devid: keepalive child:
    15822 killed
    14:47:02.030 [15773] <4> bpmap_mm_get_devid: DEVICE_INDEX -1
    14:47:02.031 [15773] <16> bpmap_send_extend: ERR - can't obtain
    device id string EMC:SYMMETRIX:601092014000
    14:47:33.167 [15773] <16> bpbkar Exit: ERR - bpbkar FATAL exit
    status = 227: no entity was found
    14:47:33.167 [15773] <4> bpbkar Exit: INF - EXIT STATUS 227: no
    entity was found
    14:47:33.168 [15773] <2> bpbkar Exit: INF - Close of stdout
    complete
    ```

    This shows that a particular device cannot be found in the `3pc.conf` file on the media server (`14:47:02.031 [15773] <16> bpmap_send_extend: ERR - can't obtain device id string EMC:SYMMETRIX:601092014000`).

    The problem is one of the following:

    - The `3pc.conf` file on the media server is outdated. Recreate the `3pc.conf` file.

- The media server is not on the same Fibre Channel network as the third-party copy device and client disk. As a result, the `3pc.conf` file does not have a correct entry for the client disk. Run the `bptpcinfo` command with the `-x client_name` option; this option adds the client disk to the `3pc.conf` file. For each disk that is added to the file by means of `bptpcinfo -x client_name`, you may need to add the device's World Wide Name (WWN=).

See the NetBackup Snapshot Client Configuration online document.
See Snapshot Client Assistance in the NetBackup Snapshot Client Administrator's Guide.

- The HP VxFS snapshot mechanism requires a dedicated cache partition for each snapshot. A check is made in the mount table to make sure that the cache partition is not already in use. If the cache partition is already in use, status code 20 occurs.
  Review the `/usr/openv/netbackup/logs/bpbkar` log for a message similar to the following:

```
bpfsmap: FTL - bpfsmap: snapshot cache already in use,
/dev/arrayvg/vol4c
bpbkar Exit: ERR - bpbkar FATAL exit status = 20: invalid
command parameter
bpbkar Exit: INF - EXIT STATUS 20: invalid command parameter
```

  If the snapshot cache partition is already in use, do one of the following: Set up your policy schedules to run at different times or use different cache partitions for each backup.
  If the **Allow multiple data streams** option is enabled, each stream must have its own dedicated cache partition.

- Compare the NetBackup version level on the server to the version level on the clients by doing the following:
  - On UNIX or Linux NetBackup servers and clients, review the `/usr/openv/netbackup/bin/version` file.
  - On Windows NetBackup servers, review the *install_path*`\NetBackup\version.txt` file or the About NetBackup item on the **Help** menu.
  - On Microsoft Windows clients, review the **About NetBackup item on the Help** menu.
  - If a Java interface displays the error, tell them how to enable the debug print manager in the Java startup file. Retry and compare the parameters that

were logged on the Java log with the parameters listed in the commands usage statement.

- For the **Backup Media Server** option for VMware backups, the storage unit that is specified in the policy must be unique to your media servers. If the storage unit is also available on another media server, the snapshot job cannot succeed.
- If you protect NAS arrays using VSO FIM snapshot method, perform off-host backup using an alternate client.
- For BigData policies, the media server and the backup hosts must use the same NetBackup version.
- If these actions do not reveal the problem, create a debug log directory for the process that returned this status code (if the process uses legacy logging). Then retry the operation and review the resulting log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 21

Message: socket open failed

Explanation: A socket was not opened.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on where and why the failure occurred. If you cannot determine the cause from the Problems report, create debug log directories for the processes that returned this status code. Then, retry the operation and check the resulting debug logs.
- The following information applies only to Sun Solaris:
  Verify that all operating system patches are installed.
  See the Operating Notes section of the NetBackup Release Notes.
- The following information applies only to Windows systems:
  Verify that the recommended service packs are installed.
- The NetBackup media server may not have the Services for Network File System (NFS) installed. As a result, the media server cannot contact the Portmapper service. The attempt to manually start the NFS services fails because the Network File System is not installed.
  Install the Services for Network File System on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 22

Message: socket close failed

Explanation: A socket was not closed.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on where and why the failure occurred. If you cannot determine the cause from the Problems report, create debug log directories for the processes that could have returned this status code. Then, retry the operation and check the resulting debug logs.
- The following information applies only to Sun Solaris:
  Verify that all operating system patches are installed.
  See the Operating Notes section of the NetBackup Release Notes.
- The following information applies only to Windows systems:
  Verify that the recommended service packs are installed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 23

Message: socket read failed

Explanation: A read operation from a socket failed.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on where and why the failure occurred. If you cannot determine the cause from the Problems report, create debug log directories for the processes that could have returned this status code. Then, retry the operation and check the resulting debug logs.
- Corrupt binaries are one possible cause for this error.
  Load a fresh `bptm` from the install media to try to resolve the problem.
- The following information applies only to Sun Solaris:
  Verify that all operating system patches are installed.
  See the Operating Notes section of the NetBackup Release Notes.
- The following information applies only to Windows systems:
  Verify that the recommended service packs are installed.
- The NetBackup media server is an 8.0 or earlier version and you have disabled insecure communication in NetBackup. If you want to continue with the host connection, do one of the following:

- In the **NetBackup Administration Console** on the master server host, select **Security Management > Global Security > Enable insecure communication** with the NetBackup 8.0 and earlier hosts option.
- Specify the `nbseccmd -setsecurityconfig -insecurecommunication on` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 24

Message: socket write failed

Explanation: A write operation to a socket failed.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues on where and why the failure occurred. If you cannot determine the cause from the Problems report, create debug log directories for the processes that could have returned this status code. Then retry the operation and check the resulting debug logs.
- A possible cause is a high network load. For example, this problem occurs with `Cannot write to STDOUT` when a Windows system that monitors network load detects a high load. It then sends an ICMP packet to other systems to inform them that the route they use is disconnected. The log messages were similar to the following:

```
01/31/22 14:05:23 ruble crabtree.null.com from client
crabtree.null.com: ERR - Cannot write to STDOUT. Err no= 242: No
route to host
01/31/22 14:05:48 ruble crabtree.null.com successfully wrote
backup id crabtree.null.com_1643637900, copy 1, fragment 1,
440864 Kbytes at 628.538 Kbytes/sec
01/31/22 14:05:51 netbackup crabtree.null.com CLIENT
crabtree.null.com POLICY Remote3SysFullW  SCHED Sirius  EXIT
STATUS 24 (socket write failed)
```

- The following information applies only to Sun Solaris:
  Verify that all operating system patches are installed.
  See the Operating Notes section of the NetBackup Release Notes.
- The following information applies only to Windows systems:
  Verify that the recommended service packs are installed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 25

Message: cannot connect on socket

Explanation: A process that timed out while it connects to another process for a particular operation. This problem can occur in the following situation: when a process tries to connect to the NetBackup Request Daemon (`bprd`) or the NetBackup Database Manager Daemon (`bpdbm`) and the daemon is not running. (On Windows, these daemons are the NetBackup Request Manager and the NetBackup Database Manager services.)

It can also occur in the following situations: the network or server is heavily loaded and has slow response time or an evaluation license key for NetBackup expired. However, the most common cause of this error is a host name resolution problem.

For RHV, the error might occur when the virtualization server is unreachable.

For VMware, the error might occur when the feature `VIRTUALIZATION_HOSTS_SECURE_CONNECT_ENABLED` is enabled and the virtualization servers CA certificate's are not added in ECA configured trust store.

The following are other possible causes of this error caused by network connectivity issues or a required process such as pbx_exchange not running.

- `nbjm` is unable to connect to `bpcd` on the media server
- `nbpem` is unable to connect to `nbproxy`
- `bptm` on the media server is unable to connect to `nbjm` on the master server.
- You cannot perform an immediate backup operation.

These errors are caused either by network connectivity issues or if a required process such as pbx_exchange is not running.

Recommended Action: Do the following, as appropriate:

- Verify that `bpcompatd`, `vnetd`, and Private Branch Exchange (PBX) are running. Information on how to start PBX is available.
  See "Resolving PBX problems" in the NetBackup Troubleshooting Guide.
- If necessary, stop and restart NetBackup.
  - On UNIX systems, enter the following:

```
/usr/openv/netbackup/bin/bp.kill_all
/usr/openv/netbackup/bin/bp.start_all
```

- On Windows systems, enter the following:

  ```
  install_path\NetBackup\bin\bpdown
  install_path\NetBackup\bin\bpup
  ```

- The following information applies only to a UNIX or Linux NetBackup master server:
  Verify that the `bprd` and the `bpdbm` processes are running. If these processes are not running, start them. On a Windows master server, verify that the NetBackup Request Manager and the NetBackup Database Manager services are running. If these services are not running, start them.
  If these processes or services are running, examine the All Log Entries report for the time of the failure to determine where the failure occurred.

  Do one of the following:

  - If you cannot view the report or you get a `cannot connect on socket` error, verify again that the NetBackup Database Manager service or daemon is running. Then, create a debug log directory for `bpdbm`, retry the operation, and check the resulting debug log.
  - If you view the report and do not find a problem-related entry, create the debug log directories for the related processes that were running when the error first appeared. (This process frequently is `bpbrm`.) Then, retry the operation and check the resulting debug logs.

- Verify that the server list specifies the correct master server.
  - The following information applies only to Windows systems:
    The master server is designated in the **Server to use for backups and restores** drop-down in the **Specify NetBackup Machines and Policy Type** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface and click **Specify NetBackup Machines and Policy Type** on the **File** menu.
  - The following information applies only to UNIX and Linux systems:
    The master server is the first `SERVER` entry in the `bp.conf` file.
  - Check the Cohesity Technical Support website to ensure that all recommended NetBackup patches are installed.
  - If failure occurs when you run a user-directed backup from a client, make sure that a user-directed backup schedule exists at the master server.
  - With NetBackup database extensions:
    Make sure that the applicable database product has the correct permissions allowing NetBackup to write to the progress log on the client.

- The following information applies only to UNIX systems:
  If `bpdbm` has quit when the shutdown script runs on a media server, carefully read the `K77netbackup` script. It contains details on how to prevent this problem. The script is in `/usr/openv/netbackup/bin/goodies`.

If you change the server list on a UNIX or Linux master server, do the following for the changes to take effect: Stop and then restart the NetBackup Request Daemon (`bprd`) and NetBackup Database Manager Daemon (`bpdbm`). On Windows, stop and restart the NetBackup Request Manager and NetBackup Database Manager services.

- Check the `services` file.
  - The following information applies only to UNIX systems:
    Verify that the `/etc/services` file (and NIS services if NIS is used) has entries for the NetBackup services: `bpcd`, `bpdbm`, and `bprd`.

  On Windows, verify that the `%SystemRoot%\system32\drivers\etc\services` file has the correct entries for `bpcd`, `bpdbm`, and `bprd`.

  Also, verify that the following numbers match the settings in the `services` file: The **NetBackup Client Service Port** and the **NetBackup Request Service Port** on the **Network** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface and click **NetBackup Client Properties** on the **File** menu. The values on the **Network** tab are written to the `services` file when the NetBackup Client service starts.

  See Verifying host names and service entries in NetBackup in the NetBackup Troubleshooting Guide.
- On Sun Solaris, verify that all operating system patches are installed
  See the Operating Notes section of the NetBackup Release Notes.
- On Windows, verify that the recommended service packs are installed.
- When the base NetBackup license key expires, daemons (such as `bprd` and `bpdbm`) terminate on the NetBackup server. If these daemons are not running, you are likely to encounter status code 25 errors in the Administration console. Install a valid base NetBackup license key, restart the daemons, and restart the console.
- For NetBackup Snapshot Client, the following applies: When many devices are configured on a media server, it may take a long time for the `bptpcinfo` command to generate the file `3pc`. When the backup is run for the first time, the backup may fail with status 25. Make sure that the `/usr/openv/volmgr/database/3pc.conf` file exists. If it does, rerun the backup. If the backup fails again, run the `bptpcinfo` manually to generate the file `3pc`, then try the backup again.

- In the Auto Image Replication (A.I.R.) scenario, the error can occur if insecure communication is disabled in NetBackup after the trust relationship between the 8.1 and 8.0 master servers is established. If you want to continue with the host connection, do one of the following:
  - In the **NetBackup Administration Console** on the master server host, select the **Security Management > Global Security > Secure Communication > Enable insecure communication with NetBackup 8.0 and earlier hosts** option.
  - Specify the `nbseccmd -setsecurityconfig -insecurecommunication on` command.
- For RHV:
  - Ensure that the RHV credentials are correct and the virtualization server is accessible.
- For VMware:
  - When the `VIRTUALIZATION_HOSTS_SECURE_CONNECT_ENABLED` option is enabled, you must verify the placement of the certificates and CRLs. Verify whether the VMware virtualization servers' (vCenter, ESX, ESXi) certificates and CRLs are added to the respective ECA configured trust store and the CRL path.
  - Ensure that the certificates and the CRL files are in the correct format and the trust store file and the CRL files are not corrupted.
  - Only the PEM certificate format for file-based trust store & Windows trust store are supported for virtualization servers. P7b or DER format file based trust store is not supported. When this feature is enabled, the certificate ECA store should either be Windows certificate store or file based PEM format store.
- For Nutanix AHV:
  - Ensure that the CA certificate is added to the NetBackup trust store. Refer to the Nutanix AHV Administrator's Guide for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 26

Message: client/server handshaking failed

Explanation: A process on the server encountered an error when it communicated with the client. This error indicates that the client and server were able to initiate

communications, but encountered difficulties and the communications did not complete. This problem can occur during a backup or a restore.

This error may also occur during certificate enrollment if the public key infrastructure (PKI) artifacts are not valid. For example: The error may occur if the NetBackup 8.2 or later master server cannot identify the issuer of the host certificate.

Recommended Action: Determine which activity encountered the handshake failure by examining the All Log Entries report for the appropriate time period. Determine the client and server that had the handshake failure.

For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and review the resulting debug log.

If the error has occurred during the certificate enrollment process, verify the following:

- Verify the PKI artifacts by running these commands:
  - `nbcertcmd -listAllCertificates [-jks]` - Run on the master server to display the web server certificate information from Java keystore.
  - `nbcertcmd -listCACertDetails -ECA` - Run on the host to list the details of the CA certificates that are stored its trust store.
- Ensure that the issuers of the client and server certificates are available in each other's trust stores.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 27

Message: child process killed by signal

Explanation: A child of the process that reported this error was terminated. This error may occur if the backup job was terminated or another error terminated the child process. This problem may also occur if a NetBackup process was terminated through Task Manager or another utility.

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create a debug log directory for the process that you think may have returned this status code. Then, retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 28

Message: failed trying to fork a process

Explanation: A fork of a child process failed (on UNIX) or a `CreateProcess` failed (on Windows).

This failure may be due to the following:

- An overloaded system
- Insufficient swap space or physical memory
- Too many processes are running on the system

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create debug log directories for the processes that think may have returned this status code. Then, retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 29

Message: failed trying to exec a command

Explanation: A command was not run. This error can occur because the permissions of the command do not allow it to be run. Or it occurs due to a lack of system resources such as memory and swap space.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup All Log Entries report for clues on where and why the failure occurred.
- Check the permissions on the command to be run.
- For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 30

Message: cannot get password information

Explanation: Could not get the `passwd` entry for a user.

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create a debug log for the process that you think may have returned this status code. Then, retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 31

Message: could not set user ID for process

Explanation: Could not set the user ID of a process to the user ID of the requesting user. NetBackup runs client processes as the requesting user.

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create a debug log directory for the process that you think may have returned this status code. Then, retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 32

Message: could not set group ID for process

Explanation: Could not set the group ID of a process to the requesting user group. NetBackup runs client processes with the group ID of the requesting user.

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create a debug log directory for the process that you think may have returned this status code. Then, retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 33

Message: failed while trying to send mail

Explanation: An email notification about backup, archive, or restore results has failed. The email was not sent to the administrator's address as specified by the email global attribute. On a UNIX or Linux client, the email was not sent to an email address that is specified with USEMAIL in the client's `bp.conf` file.

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create a debug log directory for the process that you think may have returned this status code. Then, retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 34

Message: failed waiting for child process

Explanation: A NetBackup process encountered a failure while it waited for a child process to complete.

Recommended Action: Check the NetBackup All Log Entries report for clues on where and why the failure occurred. For detailed troubleshooting information, create a debug log for the process that you think may have returned this status code. Then, retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 35

Message: cannot make required directory

Explanation: Could not create a required directory.

Possible causes are the following:

- A process does not have permission to create the directory
- The path to the directory is not valid
- An IO error occurs
- No space is available on the device that contains the directory

For Hyper-V, Hyper-V servers or SCVMM servers with IPv6 addresses are not supported. For VMware, using IPv6 addresses to refer to NetBackup clients are not supported.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup All Log Entries report to determine which directory was not created and why it was not created. In particular, check for a full disk partition.
- Check the permissions on the parent directory. Verify that NetBackup services are started with a **Logon as** account that has permission to create the directory.

- For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 36

Message: failed trying to allocate memory

Explanation: Allocation of system memory failed. This error occurs when an insufficient system memory is available. The system may be overloaded with too many processes and it does not have enough physical and virtual memory.

Recommended Action: Free up memory by terminating any unneeded processes that consume a lot of memory. Add more swap space or physical memory.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 37

Message: operation requested by an invalid server

Explanation: An invalid media server or Windows NetBackup Remote Administration Console made a request to the NetBackup Request Daemon (`bprd`) or NetBackup Database Manager Daemon (`bpdbm`). On Windows, these daemons are the NetBackup Request Manager and NetBackup Database Manager services.

Recommended Action: Examine the NetBackup All Log Entries report for the time of this error to determine which system tried to connect to the master server.

If the server is a valid media server, verify that the storage unit for the media server is defined. Also, verify that the server or Windows NetBackup Remote Administration Console has a server list entry on the master server.

If necessary, update the server list.

On a UNIX or Linux master server, add a `SERVER = media_server_name` to the `bp.conf` file. *media_server_name* is the host name of the media server. On a Windows master server, add the media server to the list on the **Servers** tab in the **Master Server Properties** dialog box.

See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.

If a server or NetBackup Remote Administration Console has more than one host name (Example: multiple network interfaces), verify that the master server has a server list entry for each of them.

If you change the server list on a UNIX or Linux master server, do the following for the changes to take effect: Stop and then restart the NetBackup Request Daemon (`bprd`) and NetBackup Database Manager Daemon (`bpdbm`). On Windows, stop and restart the NetBackup Request Manager and NetBackup Database Manager services.

When a VMware agentless restore is performed, the restore can cause one of the following issues:

- The operating system where the files were backed up does not match the operating system where NetBackup attempted to restore the files.
  Select a virtual machine for the restore that has the same operating system as the backup virtual machine. Confirm that the operating system type that is specified in target VM properties matches to the operating system that is installed in the target VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 38

Message: could not get group information

Explanation: Could not get the group entry that describes a UNIX or Linux user group.

Recommended Action: Check the NetBackup Problems report for clues on why the error occurred. For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 39

Message: client name mismatch

Explanation: The client used a name in a request to the NetBackup server that did not match the configured name in the policy on the server.

Recommended Action: Change one of the following so the two match: the NetBackup client name setting on the client (see the applicable NetBackup users guide) or the one in the policy configuration on the server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 40

Message: network connection broken

Explanation: The connection between the client and the server was broken. This status code can also appear if the connection is broken between the master and the media server during a backup.

Recommended Action: Do the following, as appropriate:

- Try pinging the client from the server. If pinging is not possible, check for loose connections or other network problems.
- Verify that the server list settings are correct on both the client and the server. If the backup involves a media server, verify that these entries are correct on both the master and the media server. For example, if a media server does not have a server list entry for the master, it does not accept connections from the master.
  - On Windows, the master server is designated on the **Servers** tab in the **Master Server Properties** dialog box.
    See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
  - On UNIX and Linux systems, the master server is the first `SERVER` entry in the `bp.conf` file.

  If you change the server list on a UNIX or Linux master server, do the following for the changes to take effect: Stop and then restart the NetBackup Request Daemon (`bprd`) and NetBackup Database Manager Daemon (`bpdbm`). On Windows, stop and restart the NetBackup Request Manager and NetBackup Database Manager services.
- Status code 40 can also be due to denial of a mount request by the operator.
- This status code may occur if `nbjm` was unable to connect to `bpbrm` or to `bpmount`. Examine the `nbjm` unified log (originator ID 117) or the `bpbrm` or the `bpmount` legacy logs for more detail on the cause of the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 41

Message: network connection timed out

Explanation: The possible causes include the following:

- The server did not receive any information from the client for too long a period of time.
- You have attempted to back up too many files using FSCP (File level fast single copy backup) with fast backup enabled.
- NetBackup uses the available bandwidth to its maximum potential and pushes the requests accordingly; however, the Amazon S3 compliant cloud cannot process the high number of requests.
  The cloud vendor returns error 503 to slow down the requests and the backup job fails with the following errors:
  In the media server, `bptm` logs the following:

  ```
  bptm:4940:<media_server_name>: AmzResiliency:
  AmzResiliency::getRetryType cURL error: 0, multi cURL error: 0,
  HTTP status: 503, XML response: SlowDown, RetryType: RETRY_EXHAUSTED
  ```

  In the media server, `bpbrm` logs the following:

  ```
  bpbrm Exit: client backup EXIT STATUS 41: network
  connection timed out
  ```

  This issue occurs only if a higher bandwidth is available between NetBackup and the cloud storage.
- Connection between the master server and a NAT client failed.

Recommended Action: Do the following, as appropriate:

- If you backup to many files, use **Host Properties** on the NetBackup server to change **Client read timeout** to a much higher value (for example: 4000). These settings are on the **Universal Settings** tab in the **Master Server Properties** dialog box. The default for this time out is 300 seconds.
  Also, set the **File browse timeout**on the **Timeouts** tab to a value greater than 4000.
  Then retry the operation. The names of the files are logged on the debug log file in the `/usr/openv/netbackup/logs/bpbkar` directory before `bpbkar` processes them. The last file in the log is the file that causes problems.
- On UNIX, Linux, or Windows clients, check for the following problems with the `bpbkar` client process.
  On Windows clients: The `bpbkar` client process is not hung. Due to the files and directories it scans, it has not replied to the server within the **Client read timeout** period. This error occurs during incremental backups when directories have thousands of unmodified files.

For this case, use **Host Properties** on the NetBackup server to change **Client read timeout**. This setting is on the **Universal Settings** tab in the **Master Server Properties** dialog box. The default for this time out is 300 seconds.
See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
You can also monitor CPU utilization to determine if this condition exists.

The following information applies only to UNIX or Linux clients:

- The `bpbkar` client process is hung on a file that has a mandatory locking set. For this case, add the following to the client's `bp.conf` file:

  ```
  VERBOSE
  ```

  As root on the client, run the following:

  ```
  touch /usr/openv/netbackup/bpbkar_path_tr
  /usr/openv/netbackup/logs/bpbkar
  ```

  Then retry the operation. The names of the files are logged on the debug log file in the `/usr/openv/netbackup/logs/bpbkar` directory before `bpbkar` processes them. The last file in the log is the file that causes problems.

  Note: Also, use these procedures for other unknown `bpbkar` hangs.

  If the problem is due to mandatory file locking, have NetBackup skip the locked files. Set LOCKED_FILE_ACTION to `SKIP` in the `/usr/openv/netbackup/bp.conf` file on the client.

- The `bpbkar` client process is not hung. Due to the files and directories it scans, it has not replied to the server within CLIENT_READ_TIMEOUT or CLIENT_CONNECT_TIMEOUT. This error occurs during backups when directories have thousands of unmodified files or during restores of the sparse files that have thousands of holes. For this case, try to add or modify the CLIENT_READ_TIMEOUT value in the server's `/usr/openv/netbackup/bp.conf` file. The default for CLIENT_READ_TIMEOUT is 300 seconds if it is not specified.

Use your system's `ps` command and monitor CPU utilization to help decide which of these conditions exist.
When you finish the investigation of the problem, delete the `/usr/openv/netbackup/logs/bpbkar` directory, since the log files can become quite large and are not deleted automatically. Also delete `/usr/openv/netbackup/bpbkar_path_tr` so you do not generate larger log files than needed the next time you create directory `/usr/openv/netbackup/logs/bpbkar`.

- On Windows systems, try the following:
  - Disable the following file:

    install_path\NetBackup\bin\tracker.exe

  - Repair hard drive fragmentation. Try an application that is called Diskeeper Lite, which is part of the Windows Resource Kit.
  - Make sure that enough space is available in `\temp`.
- If the server cannot connect to the client, create `bpcd` or `bpbkar` (UNIX, Linux, and Windows only) debug log directories on the client. Then retry the operation and check the resulting logs. If these logs do not provide a clue, create a `bpbrm` debug log on the server. Then retry the operation and check the resulting debug log.

  If the `bpbrm` log has entries similar to the following, the problem is in the routing configuration on the server:

  ```
  bpbrm hookup_timeout: timed out waiting during the client hookup
  bpbrm Exit: client backup EXIT STATUS 41: network connection
  timed out
  ```

  Verify that the client IP address is correct in the name service that is used. On UNIX clients, if both the NIS and the DNS files are used, verify that they match.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- If you use an AIX token ring adapter and the `routed` daemon is running, the time out occurs because the token ring adapter creates dynamic routes. It then causes the `routed` daemon to crash.
- For a FlashBackup client, this error occurs if the file system being backed up is very large and has a very large number of files. It can also occur if a large number of concurrent data streams are active at the same time. To correct it, add CLIENT_READ_TIMEOUT to the `/usr/openv/netbackup/bp.conf` file and set it to increase the time-out interval.
- Check the Cohesity Technical Support website to ensure that all recommended NetBackup patches are installed.
- Add the CLIENT_READ_TIMEOUT values to the master server, media server, and client when a NetBackup database extension product is installed. The values should all be the same for each server. The value set is dependent on the size of the database being backed up. More information on CLIENT_READ_TIMEOUT is available.
  See the NetBackup Administrator's Guide, Volume II.

- Make sure that enhanced authentication is configured correctly. For example, the following may result in status code 41: Host A is configured to use enhanced authentication with host B, but host B is not configured to use enhanced authentication with host A. In this case, connections from host B to host A are likely to fail with status code 41. Connections from host A to B are likely to fail with authentication errors (status code 160).
- If the Amazon S3 compliant cloud is not able to process the high number of requests, perform one of the following:
  - Configure the bandwidth throttling to reduce the number of requests. See "NetBackup cloud storage server connection properties" in the NetBackup Cloud Administrator's Guide.
  - Reduce the number of read/write buffers. See "NetBackup cloud storage server bandwidth throttling properties" in the NetBackup Cloud Administrator's Guide.
  - Ask your cloud vendor to increase the parallel requests limit.
- If connection between the master server and a NAT client failed, do the following:
  - Ensure that the subscriber service on the client is up and running.
  - If the problem persists, restart the client services and ensure that the subscriber service is connected with the NetBackup Messaging Broker (or `nbmqbroker`) service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 42

Message: network read failed

Explanation: An attempt to read data from a socket failed.

Recommended Action: Do the following, as appropriate:

- Verify that both the client and the server are operational.
- Resolve any network communication problems.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- Check the Problems report for clues.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 43

Message: unexpected message received

Explanation: The client and the server handshake were not correct.

Recommended Action: Do the following, as appropriate:

- Verify that the correct version of software is running on the client and the server.
- To enable detailed debug logging, do the following:
  - On the server, create a `bpbrm` debug log directory.
  - On clients, create a `bpcd` debug log directory.
  - Increase the amount of debug information to include in the logs.
    See "About logs" in the NetBackup Logging Reference Guide.
- Retry the operation and examine the logs.
  If you use `bpstart_notify` scripts on UNIX, Linux, or Windows clients, verify that messages are not written to `stdout` or `stderr`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 44

Message: network write failed

Explanation: An attempt to write data to a socket failed.

Recommended Action: Do the following, as appropriate:

- Check the Problems report for information about the error.
- Verify that the client and servers are operational and connected to the network.
- Create a debug log directory for the process that reported the problem and the operation. Examine the resulting debug log file for detailed troubleshooting information.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 45

Message: request attempted on a non-reserved port

Explanation: A try was made to access a client from a non-reserved port.

Recommended Action: Verify that the latest software is installed on the client and server.

- On UNIX NetBackup servers and clients, check the `/usr/openv/netbackup/bin/version` file.
- On Windows NetBackup servers, check the *install_path*`\netbackup\version.txt` file or the **About NetBackup** item on the **Help** menu.
- On Microsoft Windows clients, check the **About NetBackup** item on the **Help** menu.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 46

Message: server not allowed access

Explanation: The server tries to access a client, but access is blocked.

Possible causes are as follows:

- The server is not listed on the client as a valid server.
- The client was configured to require encrypted backups, but the encryption attribute for the backup policy on the server was not selected.
- The evaluation license for the NetBackup Encryption product has expired on the server, but the NetBackup client was configured to require encrypted backups. As a result, the server tries to make a non-encrypted backup of the client. Since the client is configured to require encryption, the backup failed.
- The server from where you enroll the external certificate for a remote host is not listed in the `SERVER` configuration option on the remote host.

Recommended Action: Do the following, as appropriate:

- If the server is a valid server but is not listed on the client, add its name to the client's server list:
  - On Windows clients in the **Specify NetBackup Machines and Policy Type** dialog box, do the following: Add the server in the **Server to use for backups and restores** drop-down list. To display this dialog box, start the Backup, Archive, and Restore interface on the client. Then click **Specify NetBackup Machines and Policy Type** on the **File** menu.
  - On UNIX and Linux clients, add a `SERVER` entry in the `bp.conf` file.

  If you continue to have problems, more information is available:

See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.

See "Verifying host names and services entries" in the NetBackup Troubleshooting Guide.

- To make non-encrypted backups of the client, set `CRYPT_OPTION` on the client to **allowed** or **denied**.

  Refer to the NetBackup Security and Encryption Guide.

- If the NetBackup encryption evaluation license has expired on the server and you want to continue encrypting backups of the client, do the following: Purchase a permanent encryption license key and add it to the server. After you add the permanent encryption license key, check the attributes of the backup policy to make sure that encryption is selected.

  To check the validity of an evaluation license key, do the following:

  On Windows, go to the **Help** menu on the **NetBackup Administration** window on the NetBackup server and select **License Keys**. If the evaluation key is not listed in the **NetBackup License Keys** window, the key has expired. Use this window to add the new permanent encryption key.

  On UNIX, use the following command on the server:

  `/usr/openv/netbackup/bin/admincmd/get_license_key`

  Select option `f` to list the active license keys and features. If the evaluation key is not listed, the key has expired. Use this command to add the new permanent encryption key.

- Be sure that all name resolution services (primary, load-balancing, and secondary) are properly configured for consistent forward and reverse name resolution of NetBackup hosts.

  More information is available in the following technical article:

  https://support.cohesity.com/s/article/article-100029136

- If the error occurs during external certificate enrollment, do the following:

  - Add the server name from where you want to enroll the external certificate for a remote host in its `SERVER` configuration option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 47

Message: host is unreachable

Explanation: An attempt to connect to another computer failed.

Recommended Action: Do the following, as appropriate:

- Verify that the name service (or services) used by the client are configured to resolve the host names of the NetBackup server correctly.
- Verify that the name service (or services) used by the server are configured to resolve the host name of the NetBackup client correctly.
- Try to ping the client from the server and the server from the client.
- If you continue to have problems, do the following:
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 48

Message: client host name could not be found

Explanation: The system function `gethostbyname()` failed to find the client's host name.

Recommended Action: Verify that the client name is correct in the following:

- The NetBackup policy configuration on the master server.
- The **General** tab in the following dialog boxes: **NetBackup Client Properties** and **Specify NetBackup Machines and Policy Type** (on Microsoft Windows non-target clients). To display these dialog boxes, start the Backup, Archive, and Restore interface on the client. For the **General** tab, click **NetBackup Client Properties** on the **File** menu; click **Specify NetBackup Machines and Policy Type** on the **File** menu.
- The `bp.conf` file on UNIX and Linux clients.
- On clients and servers, verify that the name service is set up to resolve the NetBackup client names correctly.
  On UNIX clients, verify that the client's host name is in the `/etc/hosts` file or the YP hosts file or NIS maps.
- The client name reflects a host where the NetBackup client is installed. NetBackup does not collect logs from any agentless hosts where the NetBackup client is not installed. For agentless hosts, the error log displays the following message: `Failed to collect logs (EC: 48 - Client hostname could not be found).`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 49

Message: client did not start

Explanation: The client failed to start correctly.

Recommended Action: Do the following, as appropriate:

- Make sure that software is installed on the client and it is the correct version. If necessary, reinstall the client software.
- Check for full file systems on the client.
- Enable detailed debug logging on the client by doing one of the following:
  - Create `bpcd` and `bpbkar` (UNIX, Linux, and Windows only) debug log directories.
  - On a UNIX or Linux client, add the `VERBOSE` option to the `/usr/openv/netbackup/bp.conf` file.
  - On Windows clients, increase the debug or log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.

  Retry the operation and examine the resulting logs.
- On UNIX or Linux systems, use the UNIX `sum` command to check for corrupt binaries.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 50

Message: Client process aborted

Explanation: One of the following has occurred:

- The client backup terminates abnormally. For example, a NetBackup master or media server is shut down or restarted when a backup or restore is in progress.
- An administrator uses an OS-provided command line (for example, the kill command) to kill an active process. The job status does not reflect the change until one hour later, when the status changes to DONE and this status code is generated.
- When NBUX is deployed on AKS, the max pods per node setting limits the number of pods (User and System) that can be created on the nodes from node pool. This number need to be set according to calculation:
  - MAX pods per node = (RAM size * 2) + number of kube-system pods[10] + No of nodes + 2

- When NBUX is deployed on AKS, `vnet` needs to have sufficient number of free IP addresses.
  - MAX pods per node = (RAM size * 2) + number of kube-system pods[10] + No of nodes + 2
- The file hash search terminates abnormally. For example, a file hash server is shut down or restarted when a file hash search is in progress.

Recommended Action: Do the following, as appropriate:

- Enable detailed debug logging.
  - Create a `bpbkar` debug log directory (UNIX, Linux, and Windows clients only).
  - Create a `bpcd` debug log directory.
  - On UNIX clients, add the `VERBOSE` option to the `/usr/openv/netbackup/bp.conf` file.
  - On PC clients, increase the debug or the log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.

  Retry the operation and examine the resulting logs.
- This error may occur if `nbjm` terminated while a backup job was running. Examine the unified logging files on the NetBackup server for `nbjm` (117) for more detail on the error. All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- On UNIX clients, check for core files in the `/` directory.
- On UNIX clients, check the system log (`/usr/adm/messages` on Solaris) for system problems.
- This problem can sometimes be due to a corrupt binary.
  On UNIX clients, use the UNIX `sum` command to check the `bpcd`, `bpbkar`, and `tar` binaries, which are located in `/usr/openv/netbackup/bin` on the client. Reinstall them if they are not the same as in the client directory under `/usr/openv/netbackup/client` on the server.
  On a Windows client, check the `bpinetd.exe`, `bpcd.exe`, `bpbkar32.exe`, and `tar32.exe` files, which are located in the *`install_path`*`\NetBackup\bin` folder on the client.

  Reinstall the client if these files are as follows:
  - Not the same size as on other Windows clients.
  - Not at the same release level.

- Do not have the same NetBackup patches as other Windows clients.

- Review the following when NetBackup is deployed on a Kubernetes deployment:
  - Check the number of pending pods. Post that to ensure that the issue occurred due to the node pool level max pods setting, and check if the workflow runner or data mover pods are in pending state. Delete the node pool and recreate the node pool with appropriate number to max pods using the following formula:
    - MAX pods per node = (RAM size * 2) + number of kube-system pods[10] + No of nodes + 2
- Check the number of pending pods. Post that to ensure that there are sufficient number of free IPs are available. The administrator needs to ensure that sufficient number of IPs are available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 51

Message: timed out waiting for database information

Explanation: The catalog process did not respond within five minutes.

Recommended Action: Do the following, as appropriate:

- Verify that the NetBackup Database Manager, `bpdbm`, is running.
- Verify that the file system that contains the NetBackup catalogs has enough space.
- Create `bpbrm` and `bpdbm` debug log directories on the server and retry the operation.
- Look in the debug log files to find more information on the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 52

Message: timed out waiting for media manager to mount volume

Explanation: The requested volume was not mounted before the timeout expired. This error can also occur if the volume is a cleaning tape but was not specified as a cleaning tape.

Another possible cause: the last available drive has a mount request for a non-backup (such as a restore). Then a backup that requires the same drive is

initiated before the mount completes. This error is due to the drive not being reported as busy until the mount completes.

Recommended Action: Do the following, as appropriate:

- Verify that the requested volume is available and an appropriate drive is ready and in the UP state.
- If this error occurs during a read operation (restore, duplicate, verify), the drives could be busy. Increase the timeout for the media mount that the NetBackup global attribute specifies, to allow more time to mount and position the media.
- Verify that the tape is not a cleaning tape that is configured as a regular volume.
- When an Automated Cartridge System controls the robot, verify that the ACSLS system is up.
- If it is an initial installation, a procedure is available.
  See "Troubleshooting configuration problems" in the NetBackup Troubleshooting Guide.
- On Windows, check the Event Viewer Application log for the error messages that indicate why the tape mount did not complete. On UNIX, check the system log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 53

Message: backup restore manager failed to read the file list

Explanation: The backup and restore manager (`bpbrm`) did not read the list of files to back up or restore.

Recommended Action: Verify that the server software was installed correctly on all NetBackup servers. If that is not the problem, do the following:

- Create `bpbrm` debug log directories on the server.
- On a UNIX or Linux NetBackup server, add the `VERBOSE` option to the `bp.conf` file. On a Windows NetBackup server, set the **Global logging level** option on the **Logging** tab in the **Master Server Properties** dialog box.
  To display this dialog box, refer to the following topic:
  See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
  Increase the unified logging levels by using the `vxlogcfg` command as explained in the following procedure:
  See "About unified logging" in the NetBackup Logging Reference Guide.

- Retry the operation and check the resulting debug logs for detailed troubleshooting information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 54

Message: timed out connecting to client

Explanation: The server did not complete the connection to the client. The accept system or Winsock call timed out after 60 seconds.

Some third-party software packages (for example, a personal firewall product) can affect the TCP/IP stack in Windows. This action can cause a loss of connection between the NetBackup server and the `bpcd` process on the client. NetBackup tries to set SO_REUSEADDR (allows local address reuse) on the inbound socket connection so that the port can be handed off from `bpinetd.exe` (the NetBackup Client Service) to bpcd.exe. Some products may not allow this functionality due to the various methods that can be used to violate system security.

Recommended Action: Do the following, as appropriate:

- Perform the following procedure:
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
  See "Resolving network communication problems" in the *NetBackup Troubleshooting Guide*.
- On UNIX clients, verify that the `/usr/openv/netbackup/bin/bpcd` binary exists and that it is the correct size.
- Check the `/etc/inetd.conf` file to make sure the `bpcd` path is correct in the following entry:

  ```
  bpcd stream tcp nowait root /usr/openv/netbackup/bin/bpcd bpcd
  ```

- On the systems that include the following, make sure that the client name is in the master's `/etc/hosts` file: NetBackup master, media, and clients (with NetBackup database extension products installed on one or more clients).
- Completely uninstall the third-party software package on the client that causes the failure. Or, contact the software manufacturer to investigate if other configuration options or workarounds are possible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 55

Message: permission denied by client during rcmd

Explanation: The UNIX or Linux client does not have the server's name in its `/.rhosts` file.

Recommended Action: Add the server name to the `/.rhosts` file on the UNIX or Linux client.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 56

Message: client's network is unreachable

Explanation: The client cannot reach the host (WSAENETUNREACH on Windows or ENETUNREACH on UNIX) on a system call.

Recommended Action: Try to ping the client from the server. Check the IP address for the client. If you still have problems, talk to your network administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 57

Message: client connection refused

Explanation: The client refused a connection on the port number for `bpcd`.

This error can occur because of the following:

- No process listening activity occurs on the `bpcd` port
- The number of connections to the `bpcd` port is more than the network subsystem can handle with the `listen()` call

Recommended Action: Do the following, as appropriate:

- For Windows NetBackup servers:
  - Make sure the NetBackup client software is installed.
  - Verify that the `bpcd` and `bprd` port numbers in the `%SystemRoot%\system32\drivers\etc\services` file on the server matches the setting on the client.
  - Verify that the **NetBackup Client Service Port** number and **NetBackup Request Service Port** number on the **Network** tab in the **NetBackup Client Properties** dialog match the `bpcd` and `bprd` settings in the `services` file. To

display this dialog, start the Backup, Archive, and Restore interface on the server and click **NetBackup Client Properties** on the **File** menu.
The values on the **Network** tab are written to the `services` file when the NetBackup Client service starts.

- Verify that the NetBackup client service is running.
- Use the following command to see if the master server returns correct information for the client:

```
install_path\NetBackup\bin\bpclntcmd -pn
```

- On UNIX servers, do the following:
  - Make sure the NetBackup client software is installed.
  - Verify that the `bpcd` port number on the server (either NIS services map or in `/etc/services`) matches the number in the client's services file.
- Additional help is available.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 58

Message: can't connect to client

Explanation: The following items can cause this issue:

- The server was unable to connect to the client.
- The Hadoop or HBase application server port is not specified correctly when the credentials are provided using the `tpconfig` command.

Recommended Action: Resolve network communication problems.

See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.

When using Hadoop or HBase, verify that the application server port number is updated correctly when using the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 59

Message: access to the client was not allowed

Explanation: The master or the media server tries to access the client, but the client does not recognize the server as a valid server.

For the Enterprise Vault Agent: The names of all of the media servers among the Enterprise Vault servers are not specified in the client configuration.

Recommended Action: Do the following, as appropriate:

- If the server is a valid server, verify that it is in the server list on the client. If necessary add it as follows:
  - On Windows clients: Add the server on the **Server to use for backups and restores** drop-down in the **Specify NetBackup Machines and Policy Type** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface on the client. Then click **Specify NetBackup Machines and Policy Type** on the **File** menu.
  - On UNIX clients: Add a `SERVER` entry in the `bp.conf` file.

  If you change the server list on a UNIX or Linux master server, do the following for the changes to take effect: Stop and then restart the NetBackup Request Daemon (`bprd`) and NetBackup Database Manager Daemon (`bpdbm`). On Windows, stop and restart the NetBackup Request Manager and NetBackup Database Manager services.
- On Windows clients, enable `bpinetd` debug logging as follows:
  - Create a `bpinetd` debug log directory on the client.
  - Increase the debug or log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
  - Retry the backup and examine the resulting logs to determine the cause of the failure.
- On all clients, enable `bpcd` debug logging as follows:
  - Create a `bpcd` debug log directory on the client.
  - On a UNIX or Linux client, add the `VERBOSE` option to the `/usr/openv/netbackup/bp.conf` file.
  - On PC clients, increase the debug or log level as explained in the debug log topics in Chapter 3.
  - Retry the backup and examine the resulting logs to determine the cause of the failure.

- Check the `bpcd` debug log to determine the server's peer name and what comparisons are made.
  The `bpcd` process compares NetBackup server list entries to the peer name of the server that tries the connection. It rejects the connection if the names are different. If necessary, change the server list entry on the client to match the peer name.
- On Windows clients, check the following:
  - Verify that NetBackup for Windows software was installed under a Windows administrator account.
    If NetBackup is under another type of account, reinstall it under an administrator account. The installation completes successfully under a non-administrator account except for the following: The NetBackup Client service is not added to Windows and the NetBackup server cannot access the client.
  - Verify that the Windows TCP/IP service specifies the domain server that resolves names for the subnet that contains the NetBackup servers.
    UNIX, Linux, and Windows clients are frequently not on the same subnet and use different domain servers. When this condition exists, NetBackup servers and Windows clients may be able to ping one another, but the server still cannot access the Windows client.
- The preceding items may not resolve this problem.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- If NetBackup use multiple network interfaces with media servers, make sure that the interface names appear in the client's `/usr/openv/netbackup/bp.conf` file.
- For the Enterprise Vault Agent: See the Troubleshooting section of the NetBackup for Enterprise Vault Agent Administrator's Guide.
- Be sure that all name resolution services (primary, load-balancing, and secondary) are properly configured for consistent forward and reverse name resolution of NetBackup hosts.
  More information is available in the following technical article:
  https://support.cohesity.com/s/article/article-100029136

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 60

Message: client cannot read the mount table

Explanation: The backup process on the client did not read the list of mounted file systems.

Recommended Action: Do the following, as appropriate:

- Run a `df` to see if the system can read the mount table.
- On an SCO system, code 60 can occur because the mount-point path name exceeds 31 characters (the maximum number on an SCO system). The `bpbkar` debug log on the client shows a message similar to the following:

  ```
  bpbkar build_nfs_list: FTL - cannot statfs net Errno: 42406
  ```

  To eliminate these errors for future backups, create a mount point with a shorter name and symbolically link the long name to the short name.
- For detailed troubleshooting information, create a `bpbkar` debug log directory. Then retry the operation and check the resulting log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 61

Message: the vnetd proxy encountered an error

Explanation: The command or job was not able to perform secure communication operations. NetBackup may report additional information in a related code in the 76*xx* range of codes.

Recommended Action: Examine one of the following for a 76*xx* code that precedes the status code 61, and then look up the explanation for that 76*xx* code:

- Verbose or debug output from the command.
- The **Detailed Status** of the **Job Details** in the **NetBackup Administration Console**.
- The log file for the command or process that reported the status 61.

For more information, review this technical article:
https://support.cohesity.com/s/article/article-100039945

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 63

Message: process was killed by a signal

Explanation: A kill signal was sent to the client process.

Recommended Action: The usual cause for this error is that someone intentionally terminated a backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 64

Message: timed out waiting for the client backup to start

Explanation: The client did not send a ready message to the server within the allotted time.

Recommended Action: Do the following, as appropriate:

- On all clients, enable `bpcd` debug logging as follows:
  - Create a `bpcd` debug log directory on the client.
  - On a UNIX or Linux client, add the `VERBOSE` option to the `/usr/openv/netbackup/bp.conf` file.
  - On PC clients, increase the debug or log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
- On a UNIX, Linux, or Windows client, create the `bpbkar` debug log directory on the client.
- On Windows clients, verify that the NetBackup Client service is running.
- On a UNIX or Linux client, use the `ps` command to check for a client process that uses too much CPU time.
- Retry the backup and examine the debug logs for clues on the cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 65

Message: client timed out waiting for the continue message from the media manager

Explanation: The tape manager, `bptm`, reported that the media did not load and position within the allotted time.

Recommended Action: Verify that the requested volume is available and the required device is in an UP state.

- Create a `bptm` debug log directory on the server.

- On a UNIX or Linux NetBackup server, add the `VERBOSE` option to the `bp.conf` file. On a Windows NetBackup server, set the **Verbose logging level** option on the **Logging** tab in the **Master Server Properties** dialog box.
  See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
- Retry the operation and check the `bptm` debug log file for information on the drive, robot, and tape that causes the timeout.
- On a Windows NetBackup server (master or media): check the Event Viewer Application log for the error messages that indicate why the tape mount did not complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 66

Message: client backup failed to receive the CONTINUE BACKUP message

Explanation: The client `bpbkar` process did not receive the message from the server that indicates that the server is ready to continue.

Recommended Action: Do the following, as appropriate:

- Verify that the server did not crash.
- On UNIX, Linux, and Windows clients, enable `bpbkar` debug logging.
  - Create a `bpbkar` debug log directory.
  - On a UNIX or Linux client, add the `VERBOSE` option to the `bp.conf` file. On a Windows client, set **Verbose** on the **TroubleShooting** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface on the client. Then select **NetBackup Client Properties** from the **File** menu.
- On other PC clients, create a debug log directory for `bpcd`.
  Increase the amount of information that appears in the logs.
  See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
- Use the `vxlogcfg` command as described in the following topic:
  See "About unified logging" in the NetBackup Logging Reference Guide.
- Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 67

Message: client backup failed to read the file list

Explanation: The client did not read the list of files to back up.

Recommended Action: Do the following, as appropriate:

- Verify that the server did not crash.
- Set up debug logging.
  - On the server, create a `bpbrm` debug log directory.
  - On UNIX, Linux, and Windows clients, create a `bpbkar` debug log directory.
  - On other PC clients, create a debug log directory for `bpcd`.

  Increase the amount of information that appears in the logs.
  See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
- Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 68

Message: client timed out waiting for the file list

Explanation: The client did not receive the list of files to back up within the allotted time. This list comes from the server.

Recommended Action: Do the following, as appropriate:

- Verify that the server did not crash.
- Set up debug logging.
  - On the server, create a `bpbrm` debug log directory.
  - On UNIX, Linux, and Windows clients, create a `bpbkar` debug log directory.
  - On other PC clients, create a debug log directory for `bpcd`.

  Increase the amount of information that appears in the logs.
  See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
- Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 69

Message: invalid filelist specification

Explanation: One of the following is true:

- VMware Intelligent Policy: Multiple backup components with the same *VM_name* have conflicting information.
- The policy file list from the server has invalid entries.
- For the Enterprise Vault Agent: A policy contains some directives that cannot be specified together in the same policy.
- NetBackup Snapshot Client: In an off-host backup (**NetBackup Media Server** or **Third-Party Copy Device**), the file list contains the `ALL_LOCAL_DRIVES` entry. NetBackup does not support the `ALL_LOCAL_DRIVES` entry for off-host backups.
- Solaris, AIX, or HP operating systems are not supported on the backup hosts that are used during Red Hat Virtualization backups.

Recommended Action: Do the following, as appropriate:

- VMware Intelligent Policy: Check for duplication of the *VM_name* of the VMs in the policy.
- Policy file list problem: Check the policy file list. If wildcards are used, verify that the bracket characters ([and]) in the list match. If the file list contains UNC (Universal Naming Convention) names, ensure that they are properly formatted. This error can occur if `nbjm` is running and a SharePoint job rediscovery returns a 0 or 1 and the policy file list is empty. Examine the `nbjm` unified log (originator ID 117) for more detail on the cause of the error.
- Enterprise Vault Agent: For more information, please see the Troubleshooting section of the NetBackup for Enterprise Vault Agent Administrator's Guide.
- NetBackup Snapshot Client: Remove the `ALL_LOCAL_DRIVES` entry from the file list.
- For more information on the supported operating systems for backup hosts, refer to the NetBackup Web UI RHV Administrator's Guide.
- For the errors that are related to Hypervisor policy and Nutanix AHV, refer to the Nutanix AHV Administrator’s Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 70

Message: an entry in the filelist expanded to too many characters

Explanation: The wildcards, which were used in one of the file list entries, specified too many files.

Recommended Action: Change the wildcards in the file list to specify fewer files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 71

Message: none of the files in the file list exist

Explanation: The files in the file list did not match any of the files on the client. This error can occur with only one file in the file list and the file cannot be backed up due to an I/O error.

Recommended Action: Do the following, as appropriate:

- Verify that the correct file list is specified for this client.
- On Windows clients, verify that the account used to start the NetBackup Client service has read access to the files.
  If you back up a network drive or a UNC (Universal Naming Convention) path, do the following: Use the Services application in the Windows Control Panel to verify that the NetBackup Client service does not start under the system account. The System Account cannot access network drives.
  To back up network drives or UNC paths: Change the NetBackup Client service startup to log in as a user that has permission to access network drives.
- Check the All Log Entries report for clues.
- To set up debug logging, do one of the following:
  - On UNIX, Linux, and Windows clients, create a debug log directory for `bpbkar`.
  - On other PC clients, create a debug log directory for `bpcd`.
- Increase the amount of information that appears in the logs.
  See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
- Retry the operation and check the resulting debug logs.
- For an NDMP policy type, verify that the credentials of the NDMP hosts have been added. If not, add them.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 72

Message: the client type is incorrect in the configuration database

Explanation: The policy type attribute in the policy configuration indicates that the client is one type, but the installed software is for another type.

Recommended Action: Verify that the policy type attribute for the policy is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 73

Message: bpstart_notify failed

Explanation: The `bpstart_notify` script returned a nonzero exit code.

Recommended Action: Check the `bpstart_notify` script on the client to see if it performs as expected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 74

Message: client timed out waiting for bpstart_notify to complete

Explanation: The `bpstart_notify` script on the client takes too long.

Recommended Action: Try to speed up the `bpstart_notify` script or set the BPSTART_TIMEOUT on the server to a value that is larger than the default. Set BPSTART_TIMEOUT in the `bp.conf` file on a UNIX or Linux NetBackup server. On a Windows NetBackup server, use Host Properties to set **Backup Start Notify Timeout**.

See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 75

Message: client timed out waiting for bpend_notify to complete

Explanation: The `bpend_notify` script on the client takes too long.

Recommended Action: Try to speed up the `bpend_notify` script or set BPEND_TIMEOUT on the server to a value that is larger than the default. Set

BPEND_TIMEOUT in the `bp.conf` file on a UNIX or Linux NetBackup server. On a Windows NetBackup server, use Host Properties to set **Backup End Notify Timeout**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 76

Message: client timed out reading file

Explanation: A FIFO was specified in the file list and no data was produced on the FIFO within the allotted time.

Recommended Action: Make sure that the process that is to produce the data on the named FIFO is started correctly. Add an entry to the `/usr/openv/netbackup/bp.conf` file on the server to set CLIENT_READ_TIMEOUT to a larger value than the default.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 77

Message: execution of the specified system command returned a nonzero status

Explanation: An immediate command returned a nonzero status.

Recommended Action: Do the following, as appropriate:

- Verify that the command is specified correctly.
- For NetBackup Snapshot Client only, do the following:
  The policy file list may contain the files that do not reside within a file system that was designated as the snapshot source. To apply a snapshot method to the backup of individual files, the snapshot source must be a file system. (It cannot be a raw partition or Volume Manager volume.) The files in the policy file list must reside within that file system.
- Run the command manually to see if the wanted result is produced.
- For detailed troubleshooting information, set up debug logging as follows:
  - On UNIX, Linux, and Windows clients, create a debug log directory for `bpbkar`.
  - On other PC clients, create a debug log directory for `bpcd`.
  - Increase the amount of information that appears in the logs.

See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.

- Retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 78

Message: afs/dfs command failed

Explanation: Indicates an AFS `vos` command failure.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems Report for additional information on why the command failed.
- The `bpbkar` debug log shows the command that was run. Create a debug log directory for `bpbkar`. Retry the operation and retry the resulting debug log.
- Try running the `vos` command manually to duplicate the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 79

Message: unsupported image format for the requested database query

Explanation: One or more of the images to be synthesized was encrypted. These images cannot be synthesized.

Recommended Action: Ensure that none of the images were encrypted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 80

Message: Media Manager device daemon (`ltid`) is not active

Explanation: If the server is UNIX or Linux, the NetBackup device manager daemon, `ltid`, is not running. If the server is Windows, the NetBackup Device Manager service is not running.

Recommended Action: Do the following, as appropriate:

- On Windows, use the Activity Monitor or the Services application in the Windows Control Panel to see if the NetBackup Device Manager service is running. If it

is not running, start it. To enable verbose logging, place VERBOSE on a line by itself in the *install_path*\Volmgr\vm.conf file before you start the service.

- On UNIX, use vmps to see if ltid is running and if necessary start ltid in verbose mode with the following command:

  ```
  /usr/openv/volmgr/bin/ltid -v
  ```

  Or, add a VERBOSE entry to the /usr/openv/volmgr/vm.conf file. Create the vm.conf file if necessary.
- On UNIX, check the system logs to verify that ltid starts.

Note: On UNIX systems, ltid, and on Windows systems, the NetBackup Device Manager service, is used only if devices are attached to the system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 81

Message: Media Manager volume daemon (vmd) is not active

Explanation: The tape manager (bptm) did not communicate with the NetBackup Volume Manager (vmd). This communication is required for most operations.

Recommended Action: Do the following, as appropriate:

- On UNIX, verify that the Media Manager device daemon (ltid) and the NetBackup Volume Manager (vmd) are running. Start them if necessary.
- On Windows, verify that both the NetBackup Device Manager service and the NetBackup Volume Manager service are running. Start them if necessary.

Note: ltid or the NetBackup Device Manager service is used only if devices are attached to the system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 82

Message: media manager killed by signal

Explanation: Another process or a user terminated the tape manager (bptm) or disk manager (bpdm).

Recommended Action: This error should not occur in normal operation. If you want to terminate an active backup, use the NetBackup Activity Monitor.

When you back up a DomainOS client, this error occurs after the server has not received anything on the socket for at least 300 seconds. It causes a client read timeout and breaks the connection. The `bpbkar` debug log has an entry similar to the following:

```
13:22:49 [1347] <16> bpbkar: ERR - Extra output - - ECONNRESET
Connection reset by peer (UNIX/errno status)
```

To resolve the problem, increase the CLIENT_READ_TIMEOUT value. In this instance, set the value to 900.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 83

Message: media open error

Explanation: The tape manager (`bptm`) or disk manager (`bpdm`) did not open the device or file that the backup or restore must use.

Recommended Action: For additional information, check the following:

- NetBackup Problems report
- Event Viewer Application log (Windows)
- System log (UNIX)
- Typically, this status code indicates a drive configuration problem that allows more than one process at a time to open the device. On UNIX, the problem may be due one or more of the following:
  - Two (or more) devices were configured that are the same physical device (for different densities perhaps). Verify that none of the `/dev` files that were used for these devices have the same major or minor numbers.
  - Links exist in the file system that allows users access to the drives.
  - The configuration for the drives was modified (in the administrator interface or `vm.conf`) and the Media Manager device daemon, `ltid`, was not restarted. Verify the configuration and then start `ltid`.

  On Windows, the problem may be that the Media and Device Management device configuration was modified but the NetBackup Device Manager service was not restarted. Verify the configuration and restart the NetBackup Device Manager service.

- On Windows, make sure that the tapes are not write protected.
- For detailed troubleshooting information:
  - Create a debug log directory for `bpdm` (if the device is disk) or `bptm` (if the device is tape).
  - On UNIX, restart`ltid` in the verbose mode by running the following:

    ```
    /usr/openv/volmgr/bin/ltid -v
    ```

    Or, add a `VERBOSE` entry to the `/usr/openv/volmgr/vm.conf` file. Create the `vm.conf` file if necessary.
  - On Windows, to enable verbose logging, add `VERBOSE` on a line by itself in the *`install_path`*`\Volmgr\vm.conf` file. Then, stop and restart the NetBackup Device Manager service.
  - Retry the operation and check the resulting debug log files.
  - On Windows systems, look at the *`install_path`*`\NetBackup\db\media\errors` log for a drive that frequently produces errors.
    On UNIX systems, look at the `/usr/openv/netbackup/db/media/errors` log (which is also included in the `/usr/openv/netbackup/bin/support/nbsu` script output) for a drive that frequently produces errors.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 84

Message: media write error

Explanation: The system's device driver returned an I/O error while NetBackup wrote to removable media or a disk file.

Recommended Action: Do the following, as appropriate:

- For NetBackup Snapshot Client only:
  If the following message appears in the `/usr/openv/netbackup/bptm` log, and the values for `key`, `asc`, and `ascq` are all zero (`0x0`) as shown in this example message:

  ```
  tape error occurred on extended copy command, key = 0x0, asc =
  0x0, ascq = 0x0
  ```

NetBackup Snapshot Client probably does not support your host-bus adapter and its driver. The host-bus adapters that are supported in the release are listed in the NetBackup Release Notes.

- For additional information, check the following:
  - NetBackup Problems report to determine the device or media that caused the error
  - System and error logs for the system (UNIX)
  - Event Viewer Application and System logs (Windows)
- If NetBackup writes backups to a disk file, verify the following: The fragment size that is configured for the disk storage unit is not greater than the maximum file size that the operating system specifies.
- On Windows, make sure that the tapes are not write protected.
- If `bpbackupdb` was used to back up the NetBackup catalog to a disk path on a UNIX or Linux system, the image you try to write may be greater than the maximum file size that is specified by that operating system. Tape files do not have this limit. You may have to back up the catalog to tape.
- If the media is tape, check for the following:
  - A defective or a dirty drive. Clean it or have it repaired (refer to the `tpclean` command for robotic drives).
  - The wrong media type. Verify that the media matches the drive type you use.
  - Defective media. If it is defective, use the `bpmedia` command to set the volume to the FROZEN state so it is not used for future backups.
  - Incorrect drive configuration. Verify the Media and Device Management and system configuration for the drive.
    For example, on UNIX the drive may be configured for fixed mode when it must be variable mode.
    See the NetBackup Device Configuration Guide for more information.
    This configuration often results in the media being frozen with the message

    ```
    too many data blocks written, check tape and drive block size configuration
    ```

    See "Frozen media troubleshooting considerations" in the NetBackup Troubleshooting Guide.

- If you receive this error message when a GLACIER or LIFECYCLE backup job fails, the error is related to the Amazon lifecycle policy and occurs in the following situations:
  - The Amazon lifecycle policy that NetBackup uses cannot be applied. The Amazon GLACIER or LIFECYCLE storage class is not supported for the region to which the bucket belongs. Recreate the disk pool with the bucket in the supported region.
  - A different Amazon lifecycle policy other than what NetBackup uses already exists. Remove the policy that is not used by NetBackup and rerun the job.
  - The error occurred while creating the Amazon lifecycle policy that NetBackup uses to back up data to Amazon. Check the `bptm` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 85

Message: media read error

Explanation: The system device driver returned an I/O error while NetBackup reads from tape or a disk file.

Recommended Action: For additional information, check the following:

- NetBackup Problems report to determine the device or media that caused the error
- System and error logs for the system (UNIX)
- Event Viewer Application and System logs (Windows)
- Check for the following:
  - A defective or a dirty drive. Clean it or have it repaired (see the `tpclean` command for cleaning).
  - Incorrect drive configuration. Verify the Media and Device Management and system configuration for the drive.
    For example, on UNIX, the drive may be configured for fixed mode when it must be variable mode. More information is available.
    See the NetBackup Device Configuration Guide.
  - Defective media. In this case, you may not be able to recover all the data on the media. Use the `bpmedia` command to set the volume to the FROZEN state so it is not used for future backups.
    See "Frozen media troubleshooting considerations" in the NetBackup Troubleshooting Guide.

- The wrong media type. Verify that the media matches the drive type you use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 86

Message: media position error

Explanation: The system's device driver returned an I/O error while NetBackup was positioning the tape media.

Recommended Action: For additional information, check the following:

- NetBackup Problems report to determine the device or media that caused the error
- System and error logs for the system (UNIX)
- Event Viewer Application and System logs (Windows)
- Check for the following:
  - A defective or a dirty drive. Clean it or have it repaired (see the `tpclean` command for cleaning).
  - Incorrect drive configuration. Verify the Media and Device Management and system configuration for the drive.
    For example, on UNIX, the drive may be configured for fixed mode when it must be variable mode.
    See the NetBackup Device Configuration Guide for more information.
  - Defective media. In this case, some data may be lost. Use the `bpmedia` command to set the volume to the FROZEN state so it is not used for future backups.
    See "Frozen media troubleshooting considerations" in the NetBackup Troubleshooting Guide.
  - The wrong media type. Verify that the media matches the drive type you use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 87

Message: media close error

Explanation: The system's device driver returned an I/O error while NetBackup closed a tape.

Recommended Action: For additional information, check the following:

- NetBackup Problems report to determine the device or media that caused the error
- System and error logs for the system (UNIX)
- Event Viewer Application and System logs (Windows)
- Check for the following:
  - A defective or a dirty drive. Clean it or have it repaired (see the `tpclean` command for cleaning).
  - Defective media. In this case, some data may be lost. Use the `bpmedia` command to set the volume to the FROZEN state so it is not used for future backups.
    See "Frozen media troubleshooting considerations" in the NetBackup Troubleshooting Guide.

When Amazon AWS is used as cloud storage:

- Verify that you have SSL enabled for communication.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 88

Message: OpenStorage WORM lock error.

Explanation: The OpenStorage plug-in encountered an error during a WORM lock operation.

Recommended Action: Look at the OpenStorage storage server and ensure that configuration of the storage device is consistent with NetBackup. Review the `bptm` and the `bpdm` logs for more detailed messages and OST error codes for more information about these failures.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 89

Message: problems encountered during setup of shared memory

Explanation: 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.

Recommended Action: Check for a shared memory problem. This error can occur if the system cannot allocate enough shared memory. It usually occurs with multiplexing, which increases the amount of shared memory that is required for the operation. An entry similar to the following may be seen in a NetBackup log or report:

```
system cannot allocate enough shared memory
```

If you see this type of message, refer to your platform vendor documentation for instructions on how to increase shared memory on your system.

For older levels of Solaris, you may need to change one or more default System V Shared Memory settings to prevent jobs failing with the memory allocation message, as follows:

- For Solaris 9, the default shminfo_shmmax value is 8 megabytes. You can place the following line in your `/etc/system` file to increase this setting. A value of 32 megabytes has been used in this example. Your system may require a greater value under some circumstances such as a high value for the NetBackup multiplexing parameter. According to Sun Microsystems documentation, setting this parameter to its maximum possible value has no side effects. (This parameter is not applicable to Solaris 10).

  ```
  set shmsys:shminfo_shmmax=33554432
  ```

- For Solaris 9, the default shminfo_shmmni value is 100. You can place the following line in your `/etc/system` file to increase this setting. The default value is usually sufficient for NetBackup. In some circumstances, such as installing a NetBackup media server on a large database server, this setting may need to be increased. A value of 220 has been used in this example. (This parameter is not applicable to Solaris 10).

  ```
  set shmsys:shminfo_shmmni=220
  ```

Note: If you modify any of these values in the `/etc/system` file, you must restart the system with `boot -r` for the new settings to take effect.

Refer to your vendor documentation for detailed instructions on how to modify these values. Note that these `shminfo` parameters are not applicable to Solaris 10.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 90

Message: media manager received no data for backup image

Explanation: The tape manager (`bptm`) or disk manager (`bpdm`) received no data when it performed a backup, archive, or duplication. This error can occur for incremental backups where no data was backed up because no files have changed.

Recommended Action: Do the following, as appropriate:

- Check the All Log Entries report.
- For detailed debug information, create `bpdm` or `bptm` debug log directories on the server. If the client is Windows, also create a `bpbkar` debug log directory on the client. Retry the operation and check the resulting debug logs.
- For additional information, check the following:
  - NetBackup Problems report to determine the device or media that caused the error
  - System and error logs for the system (UNIX)
  - Event Viewer Application log (Windows)
- Verify the Media and Device Management and system configuration for the drive.
  For example, on UNIX, the drive may not be set for variable mode in a case where NetBackup requires that mode.
  Check the NetBackup Device Configuration Guide for drive configuration information.
- Verify that the Media and Device Management configuration for the backup device matches what is specified for the storage unit in the NetBackup policy.
- Verify that you use the correct media in the drive.
- For detailed debug information, create a `bpdm` or `bptm` debug log directory (whichever applies) on the server. If the client is Windows, also create a `bpbkar` debug log directory on the client. Retry the operation and check the resulting debug logs.
- If the error occurred during duplication or a Vault session that uses an Alternate Read Server to perform duplication, verify that the Alternate Read Server has access to the source media.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 91

Message: fatal NB media database error

Explanation: The tape manager (`bptm`) received an error while it read or updated its media catalog.

Recommended Action: Do the following, as appropriate:

- Check the All Log Entries report for more information.
- Check the NetBackup Media Lists report to see if the catalog is intact. If the catalog is not intact, you may want to reload it from the latest NetBackup catalog backup volume.
- Verify that the disk partition on which the catalog resides has enough space.
- If these actions do not explain the problem, check the NetBackup Problems report.
- For detailed troubleshooting information, create a `bptm` debug log directory on the server and retry the operation. Check the resulting debug log file.
- Contact customer support and send appropriate problem and debug log sections.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 92

Message: media manager detected image that was not in tar format

Explanation: When you performed a restore, the tape manager (`bptm`) or disk manager (`bpdm`) did not find a `tar` header at the offset it expected.

Recommended Action: Do the following, as appropriate:

- Perform a `bpverify` of the affected image to determine if it is written correctly.
- Check the NetBackup Problems report for additional information about the error.
- Verify the Media and Device Management and system configuration for the drive.
  For example, if you do not configure the drive for variable-mode block size writes on some UNIX systems, the backup images that write to the media produce this error when you attempt to restore the image.

  The following sequence of events occurs:

- Backup succeeds.
- Verify succeeds.
- Restore fails.

The `bptm` debug log shows an error similar to the following:

```
00:58:54 [2304] <16> write_data: write of 32768 bytes indicated
only 29696 bytes were written, errno = 0
```

In this case, configure the drive for variable-mode block sizes and suspend the media that writes on that device.
See the NetBackup Device Configuration Guide.
The images that were written to those media may be restorable (platform dependent), but single file restores are almost guaranteed to fail. You can expire these media and regenerate the backups. Or you can attempt to duplicate the images on these media to another device and then expire the original copy.

- This error has occurred on re-labeled and value-added 8-mm tape drives where the drive's micro code incorrectly processes a `forward space record` SCSI command.
- If the problem is not one of those discussed, create a debug log directory for either `bpdm` or `bptm` and retry the operation. Check the resulting debug log file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 93

Message: media manager found wrong tape in drive

Explanation: When you load a volume for a backup or restore, the tape manager (`bptm`) found a volume that loaded without the expected tape header. This error may mean that volumes in a robot are not in the slots that are indicated in the Media and Device Management volume configuration.

Recommended Action: Do the following, as appropriate:

- If the volume is in a robot and the robot supports barcodes, perform a **Compare Contents with Volume Configuration** robot inventory (on Windows) or **Compare robot contents with volume configuration** robot inventory (UNIX). The resulting report shows the media ID that was found and validates its slot number with what is in the volume configuration. Then, either change the physical location in the robot or change the volume configuration to show the correct slot.

- If the volume was mounted on a nonrobotic drive, verify that the correct volume was mounted and assigned.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 94

Message: cannot position to correct image

Explanation: The tape manager (`bptm`) searched for a backup image to restore but did not find the correct backup ID at the expected position on the volume. This error can indicate a drive hardware problem.

Recommended Action: Do the following, as appropriate:

- Try the restore on another drive if possible.
- For additional information, check the following:
  - NetBackup Problems report to determine the device or volume that caused the error
  - System and error logs for the system (UNIX)
  - Event Viewer Application and System logs (Windows)
- For detailed troubleshooting information, create a debug log directory for `bptm` and retry the operation. Check the resulting debug log files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 95

Message: Media ID is not assigned to this host in the EMM database

Explanation: An operation was requested on a media ID for which NetBackup does not have a record assigned to the requesting server. For example, you use `bpmedia` to suspend or freeze a media ID that does not exist or is not assigned to the requesting server.

Recommended Action: Run a NetBackup Media List report to determine the valid media IDs and their assigned hosts. Then, retry the command with a valid media ID and assigned host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 96

Message: unable to allocate new media for backup, storage unit has none available

Explanation: The NetBackup Resource Broker (`nbrb`) did not allocate a new volume for backups. This error indicates that the storage unit has no more volumes available in the volume pool that is specified for this backup. Note that NetBackup does not change storage units during the backup.

Recommended Action: Check the NetBackup Problems report to determine the storage unit that is out of media.

- If the storage unit is a robot with empty slots, add more volumes (remember to specify the correct volume pool).
  - If there are no empty slots, move some media to nonrobotic and then add new volumes.
  - If you have difficulty keeping track of your available volumes, try the `available_media` script:
    On UNIX, this script is in:

    ```
    /usr/openv/netbackup/bin/goodies/available_media
    ```

    On Windows, the script is in:

    ```
    install_path\NetBackup\bin\goodies\available_media.cm
    d
    ```

    This script lists all volumes in the volume configuration, and augments that list with information on the volumes currently assigned to NetBackup.
- Set up a scratch volume pool as a reserve of unassigned tapes. If NetBackup needs a new tape and none are available in the current volume pool, it does the following: Moves a tape from the scratch pool into the volume pool that the backup uses.
- If the storage unit and volume pool appear to have media, verify the following:
  - Volume is not FROZEN or SUSPENDED.
    Check for this condition by using the NetBackup Media List report. If the volume is frozen or suspended, use the `bpmedia` command to unfreeze or unsuspend it (if that is wanted).
    See "Frozen media troubleshooting considerations" in the NetBackup Troubleshooting Guide.
  - Volume has not expired or exceeded its maximum number of mounts.
  - The EMM database host name for the device is correct.

If you change the EMM database host name, stop and restart the following: The Media Manager device daemon, `ltid`, (if the server is UNIX or Linux) or the NetBackup Device Manager service (if the server is a Windows system).

- The correct host is specified for the storage unit in the NetBackup configuration.
  The host connection should be the server (master or media) with drives connected to it.
- The Media and Device Management volume configuration has media in the correct volume pool. Unassigned or active media is available at the required retention level.
  Use the NetBackup Media List report to show the retention levels, volume pools, and status (active and so on) for all volumes. Use the NetBackup Media Summary report to check for active volumes at the correct retention levels.

- The NetBackup `bptm` process is rejected when it requests media from the `vmd` process (UNIX) or the NetBackup Volume Manager service (Windows). The cause of this problem is that the process or service cannot determine the name of the host that makes the request.

  This error can be due to an incorrect network configuration that involves the following:

  - Multiple network interfaces
  - `/etc/resolv.conf` on those UNIX or Linux systems that use it
  - Running DNS with reverse addressing not configured

- Create `bptm` and `vmd` debug log directories and retry the operation.
- Examine the `bptm` debug log to verify that `bptm` connects to the correct system. If an error is logged, examine the `vmd` log.
  On UNIX, the `vmd` log is:

  ```
  /usr/openv/volmgr/debug/daemon/log.xxxxxx
  ```

  On Windows, the `vmd` log is:

  ```
  install_path\Volmgr\debug\daemon\xxxxxx.log
  ```

- If this storage unit is new and this attempt to use it is the first, stop and restart NetBackup on the master server.

Note: The mds unified logging files (OID 143) usually show the NetBackup media selection process.

More troubleshooting information in a wizard format is available for this status code.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 97

Message: requested media ID is in use, cannot process request

Explanation: An operation was requested on a media ID that is in use. An example of this operation is the attempt to suspend or freeze a volume while it is in use for a backup or restore.

Recommended Action: Retry the command when the volume is not in use. Use the Device Monitor to determine if the volume is in use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 98

Message: error requesting media (tpreq)

Explanation: The tape manager (`bptm`) received an error when it requested a media mount from the NetBackup Device Manager service (Windows) or the Media Manager device daemon (`ltid`) (UNIX).

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report to determine the reason for the failure. The most common cause is that the NetBackup Device Manager service (on Windows) or the Media Manager device daemon (`ltid`) (on UNIX) is not running. Start it if necessary.
- If you duplicate backups or use Vault to duplicate backups, this error could indicate the following: The Alternate Read Server does not have access to the tape where the original backup resides.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 99

Message: NDMP backup failure

Explanation: The paths in your NDMP policy file list did not back up successfully. One of the following occurred:

- None of the backup paths exist on the NDMP host.
- An NDMP backup uses a wildcard character that points to a file, not a file path.

Recommended Action: Do the following:

- Check the NetBackup All Log Entries report for more information.
- Try the following commands from another master server or media server:

  ```
  # tpautoconf -verify ndmp_filer
  # tpautoconf -probe ndmp_host
  ```

  On the filer, verify that the NDMP service is running. The verification process depends on the filer.
  For NetApp, run `ndmpd status` to verify that the NDMP daemon is running. If not, execute `ndmpd on` and re-run `ndmpd status` to verify.
- Change the NDMP wildcard to specify path names only. You cannot use a wildcard character that also matches a file name. For example, an NDMP backup selection is `/vol/vol_archive_01/autoit*`. This specification matches path name `/vol/vol_archive_01/autoit_01/`, bit it also matches file name`/vol/vol_archive_01/autoit-v1-setup.exe`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 100

Message: system error occurred while processing user command

Explanation: A system call failure in `bparchive`, `bpbackup`, `bplist`, or `bprestore`.

Recommended Action: Do the following, as appropriate:

- Enable debug logging for `bparchive`, `bpbackup`, `bplist`, or `bprestore` (as appropriate) by creating debug log directories for them.
  On UNIX, if a nonroot user has problems, verify that the directory that was created has mode 666. Look for and correct any reported errors.
- Retry the operation and check the resulting logs.
  If the logs do not reveal the problem, use the command-line version of the command and correct any problems that are reported on `stderr`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 101

Message: failed opening mail pipe

Explanation: The process that attempts to send mail did not open the pipe to the server.

Recommended Action: Make sure that mail is configured on the client. For detailed troubleshooting information, create a `bpcd` debug log directory and retry the operation. Check the resulting `bpcd` debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 102

Message: failed closing mail pipe

Explanation: The process that sends mail cannot close the pipe to the server.

Recommended Action: Make sure that mail is configured on the client. For detailed troubleshooting information, create a `bpcd` debug log directory and retry the operation. Check the resulting `bpcd` debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 103

Message: error occurred during initialization, check configuration file

Explanation: NetBackup Snapshot Client can perform two kinds of off-host backups by means of a data mover: the NetBackup media server method or the Third-Party Copy Device method. For either method, an off-host data mover backup requires a configuration file (the `3pc.conf` file) to identify the following devices on the SAN:

- The client disks to back up
- The devices on which to store the data

If the media server has access to many disks and storage devices on the SAN, it may take too long to acquire the device information from the SAN. As a result, if no `3pc.conf` file exists on the media server, the first multistream backup that uses a data mover method may fail.

Recommended Action: Create the `3pc.conf` file manually before running the first multistream data mover backup. Use the following command to create the `3pc.conf` file:

```
# bptpcinfo -a
```

The `3pc.conf` file is created at `/usr/openv/volmgr/database/3pc.conf`.

More information is available on the `3pc.conf` file and how to create it.

See Configuring NetBackup for off-host data mover backups in the NetBackup Snapshot Client Configuration Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 104

Message: invalid file pathname

Explanation: None

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 105

Message: file pathname exceeds the maximum length allowed

Explanation: The path name (built by using the current working directory) exceeds the maximum path length that the system allows.

Recommended Action: Shorten the current working directory path length.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 106

Message: invalid file pathname found, cannot process request

Explanation: One of the file paths to be backed up or archived is not valid.

Recommended Action: Do one or more of the following:

- Verify that the full path names are used and that they do not exceed the maximum path length for the system. (On UNIX, they start with a slash character [/].)
- Verify that the files exist and that the permissions allow NetBackup to access them.
- Some NDMP servers do not support directory-level expansion. Some NDMP filer vendors do not have the APIs that are used to support wildcard characters

lower than the volume level. For example, /fs1/dir* is not a supported backup selection specification on EMC filers.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 108

Message: Action succeeded but auditing failed

Explanation: The primary action being audited has succeeded but the corresponding audit record has failed because it was never created.

For example, you use the `bppolicynew` command to create a policy and it returns status code 108. The policy is created successfully, but the associated audit record does not appear in the audit report that the `nbauditreport` command generates.

This error can be returned only if auditing is enabled using the `nbemmcmd` command.

Recommended Action: Do the following:

- Ensure that the `nbaudit` daemon (NetBackup Audit Manager) is running.
- Examine the logs responsible for the primary action and the `nbaudit` logs for more details on the cause of the error. For example, check the `bpdbm` logs for policy creation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 109

Message: invalid date specified

Explanation: This error can occur when you run a command on the command line that contains a date option. The format of a date option can vary depending on the locale of the master server.

Recommended Action: Do the following, as appropriate:

- If the error occurred on a command line, examine the standard error output from the command for an explanatory message.
- Refer to the format for the date options in the usage statement for the command. Look up the locale of the master server. Compare the date format of that locale with the date format on the usage statement for the command.
- Check the NetBackup Problems report for clues.

- If the error appears in a Java interface, enable the debug print manager in the Java startup file. Retry and compare the parameters that are logged in the Java log with the parameters listed in the command's usage statement.
- If these actions do not reveal the problem, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting debug log.
- If the error appears in the web UI while performing a Microsoft SQL Server restore, review the date provided. The date must be in ISO 8601 format.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 110

Message: Cannot find the NetBackup configuration information

Explanation: On Windows, NetBackup did not read the registry entries that were created during installation. On UNIX, the `/usr/openv/netbackup/bp.conf` file does not exist.

Recommended Action: On Windows, reinstall NetBackup software on the client. On UNIX, create a `/usr/openv/netbackup/bp.conf` file with at least the following lines:

```
SERVER = server_name
CLIENT_NAME = client_name
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 111

Message: No entry was found in the server list

Explanation: On UNIX, the `SERVER = server_name` line is omitted from the `bp.conf` file. On Windows, the server list contains no entries.

Recommended Action: Do the following, as appropriate:

- On a UNIX client, add the following line to the top of the `/usr/openv/netbackup/bp.conf` file:

  ```
  SERVER = server_name
  ```

- On a Microsoft Windows client, add the server name on the **Server to use for backups and restores** drop-down in the **Specify NetBackup Machines and**

Policy Type dialog box. To display this dialog box, start the Backup, Archive, and Restore interface on the client. Then click **Specify NetBackup Machines and Policy Type** on the **File** menu.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 112

Message: Undefined error or there are no files specified in the policy backup selection.

Explanation: This code is displayed for the following reasons:

- A restore was requested with no files in the file list.
- The backup selection in the policy is not correctly specified.
- No VMs to backup with the provided backup selection.

Recommended Action: Do the following, as appropriate:

- Specify at least one file to be restored.
- This status code may occur if `nbjm` is running and a stream discovery fails to find all stream files. Examine the `nbjm` unified log (originator ID 117) for more details on the cause of the error.
- Ensure that the correct backup selections are specified in the policy and they are in the correct format.

  The supported backup selection are:

  - **For subscription**: `/Subscription IDif Subscription ID is 1950a258-227b-4e31-a9cf-717495945fc2` then specify the backup selection as - `/ 1950a258-227b-4e31-a9cf-717495945fc2`
  - **For resource group**: `/Subscription ID/Resource Groupif Subscription ID is 1950a258-227b-4e31-a9cf-717495945fc2` and Resource Group name is `TestRG`, specify the backup selection as - `/ 1950a258-227b-4e31-a9cf-717495945fc2/TestRG`
  - **For VM Name**: `/Subscription ID/Resoutrce Group/VM Nameif Subscription ID is 1950a258-227b-4e31-a9cf-717495945fc2`, Resource Group name is `TestRG`, and the VM name is `MyVM`, specify the backup selection as - `/ 1950a258-227b-4e31-a9cf-717495945fc2/TestRG/MyVM`

When performing a backup or restore of a Cassandra database, perform the following as appropriate:

- Verify that the following setting is commented out from the `sudoers` list on Cassandra nodes:

  `#Defaults:!requiretty`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 114

Message: unimplemented error code

Explanation: This error should not occur. If `nbjm` received a negative error number, status 114 is issued.

Recommended Action: Examine the `nbjm` unified log (originator ID 117) for detailed information on the cause of the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 116

Message: VxSS authentication failed

Explanation: On either end of a socket connection, the parties did not mutually authenticate each other.

Recommended Action: Do the following, as appropriate:

- Ensure that the Product Authentication Service is installed and configured. For complete installation instructions, see theNetBackup Security and Encryption Guide.
- Check that both parties have a valid certificate. Examine the expiry date that is listed from a `bpnbat -WhoAmI`. For example:

  ```
  bpnbat -WhoAmI
  Name: JDOG
  Domain: MYCOMPANY
  Issued by: /CN=broker/OU=root@machine1.mycompany.com/O=vx
  Expiry Date: Sep 19 12:51:55 2009 GMT
  Authentication method: Microsoft Windows
  ```

  Operation completed successfully.

  Shows an expiry date of September 19th, 2009. After 12:51:55 GMT this credential is no longer valid and a new credential is required.

- If you run from the NetBackup Administration Console, close and reopen the console. The console automatically obtains a credential for the currently logged in identity, if possible. By default, these certificates are valid for 24 hours. The following is an example of how to extend the credential beyond 24 hours to 30 days (2592000 seconds):
  Windows: `<install path>\netbackup\sec\at\bin\vssat setexpiryintervals -p <plugin_name> -t <user> -e 2592000`
  UNIX: `usr/openv/netbackup/sec/at/bin/vssat setexpiryintervals -p <plugin_name> -t <user> -e 2592000`
- Ensure that the certificates for both sides use the same broker or are children of the same root broker and that trusts are established between them.
  See the NetBackup Security and Encryption Guide for more information on broker hierarchies and how to establish trust relationships between brokers.
- Ensure that connectivity between the physical systems in question is possible. If general sockets cannot connect between the computers (such as `ping` and `telnet`), issues within the network unrelated to NetBackup can cause this problem.
- Ensure that the system has sufficient swap space and the following directories are not full:
  - `/home/username`
  - `/usr/openv/netbackup/logs`
  - `/tmp`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 117

Message: VxSS access denied

Explanation: The possible reasons are as follows:

- The user does not have the required permissions to perform the operation.
- Freeze mode is enabled on the primary server, therefore the operation cannot be performed.

Recommended Action: Do the following, as appropriate:

- If you use the default groups, make certain that the user attempts to perform an operation appropriate for that group. For example, a member of NBU_Operators is unable to modify policy information, which is a permission reserved for administrator roles.

- Ensure that the system has sufficient swap space and the following directories are not full:
  - `/home/username`
  - `/usr/openv/netbackup/logs`
  - `/tmp`
- If you use your own defined groups and permissions, first determine the object with which the operation is associated. Then, add the permissions relative to the action. For example, a user is required to up and down drives but currently does not have permission to do so. Verify that the user belongs to the correct authorization group.

  If necessary, verify that the group has Up and Down permissions on the Drive object within the **Group Permission** tab. If necessary, increase the verbosity level of NetBackup to locate what object and what permissions are required for the failing request. The pertinent lines in the debug logs look similar to the following:

  ```
  17:19:27.653 [904.872] <2> GetAzinfo: Peer Cred Info.
  Name: JMIZZLE
  Domain: MYCOMPANY
  Expiry: Sep 24 21:45:32 2003 GMT
  Issued by: /CN=broker/OU=root@machine1.mycompany.com/O=vx
  AuthType: 1
  17:19:37.077 [904.872] <2> VssAzAuthorize: vss_az.cpp.5082:
  Function: VssAzAuthorize. Object
  NBU_RES_Drives
  17:19:37.077 [904.872] <2> VssAzAuthorize: vss_az.cpp.5083:
  Function: VssAzAuthorize. Permissions Up
  17:19:40.171 [904.872] <2> VssAzAuthorize: vss_az.cpp.5166:
  Function: VssAzAuthorize. 20 Permission denied.
  ```

  In this example, the user JMIZZLE attempts to perform an operation that requires the Up permission on the Drives object. To diagnose the problem, examine the groups to which the user belongs to ensure that the appropriate group includes the Up permission. (Up is a member of the Operate permission set for Drives.)
- If you have performed disaster recovery and are now running catalog recovery using the **Remote Administration Console**, you need to restart the master server services. After the restart, if you do not log out from the **Remote Administration Console** and try to access the **Security Management** tab, you receive this error message and must log on again.
- If freeze mode is enabled on the primary server, disable freeze mode, and retry the operation. Otherwise, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 118

Message: VxSS authorization failed

Explanation: NetBackup was unable to complete the authorization check against the authorization service.

Recommended Action: Do the following, as appropriate:

- Ensure that the Cohesity Product Authorization Service or daemon is running. See the NetBackup Security and Encryption Guide for more information on authentication and authorization daemons.
- Ensure that you are in communication with the correct master server. Within the `bp.conf` files on the local server, verify that the entry `AUTHORIZATION_SERVICES` specifies the proper host name (fully qualified) of the authorization service. For example, `AUTHORIZATION_SERVICE = machine2.mycompany.com 0` specifies that the server contacts machine2 to perform authorization checks. Also ensure that this entry matches that of the master server.
- Ensure that the system has sufficient swap space and the following directories are not full:
  - `/home/userName`
  - `/usr/openv/netbackup/logs`
  - `/tmp`
- Ensure that the server that contacts the master has a valid certificate. The computer certificate can be examined as follows:
  For UNIX:

  ```
  # bpnbat -WhoAmI -cf
  /usr/openv/var/vxss/credentials/machine3.mycompany.com
  ```

  For Windows:

  ```
  Bpnbat WhoAmI -cf  "c:\Program
  Files\Cohesity NetBackup\NetBackup\var\vxss\credentials\machine3.my
  company.com"
  ```

  Both of which would return:

```
Name: machine3.mycompany.com
Domain: NBU_Machines@machine2.mycompany.com
Issued by: /CN=broker/OU=root@machine2.mycompany.com/O=vx
Expiry Date: Sep  2 19:25:29 2004 GMT
Authentication method: Veritas Private Security
Operation completed successfully.
```

If the expiry date was exceeded, use `bpnbat -LoginMachine` to obtain a new credential for the computer.

See the NetBackup Commands Reference Guide for more information on `bpnbat`.

The server that attempts the check is not authorized to examine the authorization database. Ensure that `bpnbaz -ShowAuthorizers` re-tuned the computer's identity. Ensure that the computer has a computer credential under the directory as follows:

`Program Files\Cohesity NetBackup\NetBackup\var\vxss\credentials` (Windows) `/usr/openv/var/vxss/credentials` (UNIX)

This credential should have the full name of the computer as in the following example: `machine1.company.com`.

- Check that the maximum number of open sockets to the authorization database was not exhausted. Use `netstat` to determine the number of sockets that are opened to port 4032 on the authorization server and that refer to the following configurations:

  Windows:

  `HKLM\SOFTWARE\VERITAS\Security\Authorization\Communication\ClientMaxConnections`

  UNIX: `/etc/vx/vss/VRTSaz.conf` entry`ClientMaxConnections`

  If the maximum number of open connections was reached, you may need to increase the number of maximum open connections. An increase in the number of open connections increases the memory footprint of the authorization service or daemon. Note that extreme increases in the maximum number of connections can cause performance degradation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 120

Message: cannot find configuration database record for requested NB database backup

Explanation: The program that backs up the NetBackup internal catalogs did not find the attributes that indicate which media IDs to use or paths to back up. This error should not occur under normal circumstances.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for additional information about the error.
- For detailed troubleshooting information, create `admin` and `bpdbm` debug log directories and retry the operation. Check the resulting debug logs.
- Contact customer support and send the appropriate problem and debug log sections that detail the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 121

Message: no media is defined for the requested NB database backup

Explanation: When NetBackup attempted to back up its internal catalogs, no media IDs were defined in the catalog backup configuration.

Recommended Action: Add the media IDs to the catalog backup configuration. Verify that the media IDs are in the NetBackup volume pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 122

Message: specified device path does not exist

Explanation: The NetBackup internal catalogs were backed up by using the `bpbackupdb` command line and by specifying a device path (on Windows) or a raw device file (on UNIX) that does not exist.

Recommended Action: Retry the command by using a valid device file name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 123

Message: specified disk path is not a directory

Explanation: When NetBackup attempted to back up its internal catalogs, the backup attributes were set to dump to a disk. However, the disk file path already exists and is not a directory.

Recommended Action: Specify a different disk path for the catalog backup or delete the file that already exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 124

Message: NB database backup failed, a path was not found or is inaccessible

Explanation: One or more of the specified paths in the catalog backup configuration are not backed up.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for additional information about the error.

  The following are some possible causes:

  - The path does not exist.
  - On a UNIX system, one of the paths contains a symbolic link.
- After you determine which path cannot be accessed, correct the path names in the catalog backup configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 125

Message: a NetBackup catalog backup is in progress

Explanation: Only one NetBackup catalog backup can be active at any given time. Certain operations are not allowed during an online catalog backup. (These include catalog archiving, catalog compression, and expiration of the last copy of an image.)

Recommended Action: Retry the operation after the catalog backup completes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 126

Message: NB database backup header is too large, too many paths specified

Explanation: Too many paths were specified in the NetBackup catalog backup configuration to fit in a fixed-size media header. This error should not occur under normal circumstances.

Recommended Action: Delete some of the paths from the catalog backup configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 127

Message: specified media or path does not contain a valid NB database backup header

Explanation: The `bprecover` command was issued and the media ID specified does not have valid catalog backup data.

Recommended Action: Validate that the correct media ID is used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 128

Message: NB database recovery failed, a process has encountered an exceptional condition

Explanation: In the catalogs that were specified for recovery, one or more cannot be restored. For more detail, refer to the error message that precedes this status code in the output from the `bprecover` command.

Recommended Action: Do the following, as appropriate:

- Fix the problem that was reported in the error message in the `bprecover` output.
- Identify which NetBackup services to shut down before a NetBackup database recovery attempt:
  See "About recovering the NetBackup catalog" in the NetBackup Troubleshooting Guide.
  The NetBackup services should be shut down except for the NetBackup Client Service, which must be running for the database recovery to succeed.
- Check the NetBackup Problems report for additional information about the error.
  The following are some possible causes:
  - A disk may be full.
  - The NetBackup catalog tape may be corrupt.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 129

Message: Disk storage unit is full

Explanation: As NetBackup writes to the file system for the disk storage unit, runs out of space. Until more file system space is available, images of similar size or larger may fail with this error when written to this disk storage unit.

In a scheduled backup job that writes to a storage unit group (which contains this disk storage unit), the following occurs: the NetBackup scheduler requests the storage unit with the greatest available capacity when the job is retried.

For the retry, when the scheduler requests the storage unit with the greatest available capacity, note the following:

- A tape storage unit in the storage unit group has preference over any disk storage units since tape storage units usually have more capacity.
- If the storage unit with the most unused capacity is busy, NetBackup skips it. NetBackup then selects an available storage unit with the next largest, unused capacity.
- If the storage unit with the greatest unused capacity is the one that lacked capacity when the job first failed, the scheduler tries it again. That storage unit may have more unused capacity now than it did when the job failed.

Recommended Action: Do the following, as appropriate:

- Either free sufficient space or add more space to the file system for this storage unit.
- Lower the high capacity mark for this disk storage unit. Configure the policies to access it through a storage unit group that provides alternative storage to use when this storage unit fills up. Ideally, if an image exceeds the file system's high capacity mark, it also completes successfully. This image leaves the storage unit in a full state (over the high capacity mark). The storage unit then is not assigned to other jobs until its capacity falls under its high capacity mark.
- If the Staging attribute is set on the disk storage unit that did not have enough capacity, it may be unable to create free space. It cannot create space because the backups that are staged to the disk are not relocated (eligible to be deleted from the staging storage unit). Ensure that staging's relocation (duplication) jobs successfully copy enough images to provide sufficient free space for new backups.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 130

Message: system error occurred

Explanation: An error occurred that prevents the product from operating in a consistent fashion. This error is usually related to a system call. The NetBackup APIs can report this error when an unexpected internal error occurs in processing the request.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for additional information about the error.
- Check the system log for reported problems.
- For detailed troubleshooting information, create `bpdbm`, `bptm`, and `bprd` debug log directories on the master server. Increase the unified logging level by using the `vxlogcfg` command.
  See "About unified logging" in the NetBackup Logging Reference Guide.
- Retry the operation and check the resulting debug logs.

If the policy validation fails, it is due to one of following reasons:

- A certificate mismatch is present on the client. Remove the Snapshot Manager CA certificate from the following location and validate the policy again:
  install_location`/var/global/cloudpoint/certificates`
- The Snapshot Manager is not accessible.
- If the NetBackup APIs produce this error, examine the unified logs for `nbwebservice` on the master server. For details on the web services logs, see the section on the NetBackup Web Services logging within the *NetBackup Logging Reference Guide*.

When a VMware agentless restore is performed, the restore can cause one of the following issues:

- Failed to stage recovery tool on path %s in destination VM %s with error code %d.
  Make sure that the staging location path that is used exists and the provided target VM credentials have root or admin privileges.
- Failed to get the staging location for destination VM %s with error %d.
  Make sure that there is TMP or TEMP environment path available in the target VM or provided target VM credentials has root or admin privileges.
- Failed to retrieve the guest VM%s operating system (OS) details with error code %d.
  Make sure that latest VMware Tools are installed and running in the target VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 131

Message: client is not validated to use the server

Explanation: The client name, as determined from the connection to the server, did not match any client name in the NetBackup configuration. No `altnames` configuration for this client exists on the master server. A client and server with

multiple network connections can encounter this problem in the following situation: the name by which the client is configured is not the one by which its routing tables direct connections to the server.

Recommended Action: Do the following, as appropriate:

- Examine the NetBackup Problems report.
- Create a debug log directory for `bprd` and retry the operation. Check the resulting debug log to determine the connection and the client names.

  Depending on the request type (restore, backup, and so on), you may need or want to do the following:

  - Change the client's configured name.
  - Modify the routing tables on the client.
  - On the master server, set up an `altnames` directory and file for this client. See the NetBackup Administrator's Guide, Volume I.
    Or
  - On a UNIX master server, create a soft link in the NetBackup image catalog.
- See Verifying host names and services entries in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 132

Message: user is not validated to use the server from this client

Explanation: None

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 133

Message: invalid request

Explanation: One of the following has occurred:

- You make an unrecognizable request. This lack of recognition usually results from different versions of NetBackup software being used together.
- A client receives this error in response to a list or restore request. The `DISALLOW_CLIENT_LIST_RESTORE` or `DISALLOW_CLIENT_RESTORE` option exists

in the `bp.conf` file on a UNIX NetBackup server or in the registry on a Windows NetBackup server. These options deny list and restore requests from all NetBackup clients.

Recommended Action: Do the following, as appropriate:

- If you suspect that the software versions are the problem, verify that all NetBackup software is at the same version level.
  - On UNIX NetBackup servers and clients, check the `/usr/openv/netbackup/bin/version` file.
  - On Windows NetBackup servers, check the *`install_path`*`\NetBackup\version.txt` file or the **About NetBackup** item on the **Help** menu.
  - On Microsoft Windows clients, check the **About NetBackup** item on the **Help** menu.
- If the server denies list and restore requests, do one of the following:
  - Go to the **NetBackup Administration Console**. In the left pane, expand **NetBackup Management > Host Properties > Master Servers**. In the right pane, double-click the master server you want to modify. In the properties dialog box, in the left pane, select **Client Attributes**to access the **Allow client browse** and **Allow client restore** options.
  - Remove the `DISALLOW_CLIENT_LIST_RESTORE` and `DISALLOW_CLIENT_RESTORE` options from the `bp.conf` file on a UNIX NetBackup server or from the registry on a Windows NetBackup server. Then, stop and restart the NetBackup Request Daemon (UNIX) or NetBackup Request Manager service (Windows).
- For detailed troubleshooting information, create `bpdbm`, `bprd`, and `admin` debug log directories. Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 134

Message: unable to process request because the server resources are busy

Explanation: Status code 134 is an informational message that indicates that all drives in the storage unit are currently in use. If all drives are in use, NetBackup automatically tries another storage unit. If one is not available, NetBackup re-queues the job with a status of 134 and retries it later.

Recommended Action: None

The 134 code is an informational message only and is not considered an error. It can occur for a number of reasons in normal operation. The 134 status code can occur more frequently in an SSO environment. No action is necessary.

A status 134 is not logged in the error logs. A 134 status causes a new try to appear in the Activity Monitor. It does not increase the retry count that is associated with the allowed number of retries.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 135

Message: client is not validated to perform the requested operation

Explanation: An alternate client restore was tried that does not come from the root user (on UNIX) or the administrator (on Windows).

Recommended Action: Retry the operation as a root user (on UNIX) or as an administrator (on Windows) on the master server. Also see status code 131.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 136

Message: tir info was pruned from the image file

Explanation: The TIR information was pruned from one or more of the component (differential or cumulative) backup images being synthesized.

This situation arises when the following occurs:

- The most recent backup image for the client is a synthetic full or cumulative backup
- The TIR information from one or more of the component images before the synthetic full (or cumulative) backup is pruned

The TIR information is automatically restored to the image catalog if you expire the synthetic backup (full or cumulative) image and try to rerun the synthetic backup job for the client. However, the synthetic backup job fails with this error if the TIR restore fails due to bad, missing, or vaulted media or a bad drive.

Recommended Action: Reimport the TIR information into the catalog of each component image (from which the TIR information was pruned). Then rerun the synthetic backup job. The TIR information can be imported into the image catalog by initiating a true image restore of any file from that component image. The restore process also restores the TIR information in the image catalog.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 140

Message: User ID was not superuser

Explanation: A user or process that did not have root privileges (on UNIX) or administrator privileges (on Windows) started the process.

Recommended Action: If appropriate, give the user or the process administrator privileges (on Windows) or root privileges (on UNIX) and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 141

Message: file path specified is not absolute

Explanation: The file specification must be an absolute path.

Recommended Action: Correct the file specification and retry the command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 142

Message: file does not exist

Explanation: To back up a VxFS file system with Snapshot Client, the VxFS file system on the client must be patched with correct, dynamically linked libraries. If the correct VxFS libraries are not installed, the backup fails with status 142.

The following appears in the log:

- For most snapshot backups, the following message appears in the `/usr/openv/netbackup/logs/bpfis` log on the client:

  ```
  09:36:48.299 [527] <32> fs_dev_rt_check: FTL - snapshot method:
  nbu_snap abort - required VxFS dynamic linked libraries for
  NetBackup are not installed. Please visit the Cohesity support
  website, and refer to Technote number 262225 for further
  information.
  ```

- For the backups that run from a FlashBackup policy, the following appears in the `/usr/openv/netbackup/logs/bpbkar` log on the client:

```
10:09:56.566 [1146] <32> bpfsmap: FTL - bpfsmap: FlashBackup
abort - required VxFS dynamic linked libraries for NetBackup are
not installed. Please visit the Cohesity Technical Support website, and
refer to Technote number 262225 for further information.
10:09:56.571 [1146] <16> bpbkar Exit: ERR - bpbkar FATAL exit
status = 142: file does not exist
10:09:56.573 [1146] <4> bpbkar Exit: INF - EXIT STATUS 142: file
does not exist
```

- The `bpexpdate`, `bpimmedia`, `bpimport`, and `bpverify` commands return this status code if you cannot gather disk pool, disk volume, disk pool volume, disk media IDs, or server type information.
- The `bpbkar` returns this status code if a checkpoint clone is missing, or if a frozen image backup does not return the snapshot information.

Recommended Action: Install the VxFS dynamic libraries on the NetBackup client and try the backup again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 143

Message: invalid command protocol

Explanation: A poorly formed request was made to the NetBackup Request Daemon (UNIX) or to the Request Manager service (Windows). This error can be due to the following: mismatched versions of the product, corrupted network communication, or to a non-NetBackup process sending data across the port for the daemon or service.

Recommended Action: Examine the NetBackup error logs to determine the system that was the source of the data. On that system, determine the process that initiated the request. If it was a NetBackup process, verify that the process or command is compatible with the version of software on the server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 144

Message: invalid command usage

Explanation: This status code is due to a NetBackup process being started with improper options or an incompatibility in the product.

Recommended Action: Either correct the command or verify that all NetBackup binaries are at the same version level.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 145

Message: daemon is already running

Explanation: Another copy of the process is running.

Recommended Action: Terminate the current copy of the process and then restart the process.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 146

Message: cannot get a bound socket

Explanation: The service or daemon did not bind to its socket. A system call fails when the daemon (UNIX) or service (Windows) attempts to bind to its configured port number. This error is usually caused when another process acquired the port before the daemon or service started.

Recommended Action: Do the following, as appropriate:

- Examine the NetBackup Problems and All Log Entries reports.
- Create `bprd` and `bpdbm` debug log directories and retry the operation. Check the resulting logs to see the system error message that resulted from the attempt. If another process has the port, use other system commands to determine the process. Based on this research, either change the port number in your `services` file or map or terminate the process that acquired the port.
  On UNIX, another possible cause for this error is the use of the `kill` command to terminate `bprd` or `bpdbm`. To stop `bpdbm`, use the `/usr/openv/netbackup/bin/bpdbm -terminate` command. Use of the `kill` command to stop these processes can leave them unable to bind to their assigned ports the next time they are started.
  To identify a `bprd` or a `bpdbm` problem, look for lines similar to the following in the debug log for the respective process:

```
<16> getsockbound: bind() failed, Address already in use (114)
<32> listen_loop: cannot get bound socket. errno = 114
<4> terminate: termination begun...error code = 146
```

Similar entries can appear in the reports.

- If the problem persists longer than 10 minutes, it may be necessary to restart the server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 147

Message: required or specified copy was not found

Explanation: The requested copy number of a backup or an archive image cannot be found.

Recommended Action: Correct the request to specify a copy number that does exist.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 148

Message: daemon fork failed

Explanation: A NetBackup service did not create a child process due to an error that was received from the system. This error is probably an intermittent error that is based on the availability of resources on the system.

Recommended Action: Do the following, as appropriate:

- Restart the service at a later time and investigate the system problems that limit the number of processes.
- On Windows systems, check the Event Viewer Application and System logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 149

Message: master server request failed

Explanation: None

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 150

Message: termination requested by administrator

Explanation: Using the GUI, an administrator terminates an active process. The job status changes to FAILED.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 152

Message: required value not set

Explanation: An incomplete request was made to the `bpdbm` process (on UNIX), or the NetBackup Database Manager service (on Windows). This error usually occurs because different versions of software are used together.

Recommended Action: Do the following, as appropriate:

- Verify that all software is at the same version level.
- For detailed troubleshooting information, create `bpdbm` and `admin` debug log directories and retry the operation. Check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 153

Message: server is not the master server

Explanation: This status code is reserved for future use.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 154

Message: storage unit characteristics mismatched to request

Explanation: A backup was tried and the storage unit selected for use had the characteristics that were not compatible with the backup type.

Recommended Action: Verify that the characteristics of the selected storage unit are appropriate for the attempted backup.

- For a NetBackup Snapshot Client, the policy storage unit was set to **Any_available** and the off-host backup method was set to **Third-Party Copy Device** or **NetBackup Media Server**. Do not choose **Any_available**. A particular storage unit must be specified when **Third-Party Copy Device** or **NetBackup Media Server** is specified as the off-host backup method.
- For an NDMP policy type, verify the following:
  - You have defined a storage unit of type NDMP.
  - The NDMP host value matches the host name of the client. For example, if the NDMP policy specifies `toaster` as the client, the configuration for the storage unit must specify `toaster` as the NDMP host.
  - The media server for the storage unit is running the correct version of NetBackup.
- For a policy type other than NDMP, verify that the policy specifies a media manager or disk type storage unit.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 155

Message: disk is full

Explanation: The write to the catalog file failed because the disk that contains the catalog database is full, or the track log folder is full.

Recommended Action: Free up space on the disks where NetBackup catalogs reside or where the track log folder resides and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 156

Message: Snapshot error encountered

Explanation: The following are possible causes of this status code:

- The cloud provider credentials are not updated.
- The cloud provider snapshot limit has been exceeded.
- The Snapshot Manager server cannot be reached.
- The universal share is on WORM enabled storage and Oracle Copilot backup with instant access is not supported on this storage option.

- A new disk is attached to the host and the discovery of required assets is not completed.
- Snapshots fail as the shadow copy storage because they are not in the respective driver.
- Snapshot can fail with the error `asset hierarchy is incomplete` which can be due to `ebsnvme-id` returning `/dev/sda` when it should return `sda` for the boot disk.
- Asset is deleted.
- Asset is in an updating state. (Example: The VM is starting or stopping)
- The snapshot fails with the error message: NetBackup Snapshot Manager API failed with return value: 9126

Recommended Action: Perform the following, as appropriate:

- Ensure that the appropriate plug-in is configured in the web UI with the appropriate credentials. If the credentials are changed, ensure that they are updated from the web UI.
- Ensure that the snapshot limit of the cloud provider is sufficient.
- Check the `ncfnbcs` logs.
- Select a different storage option for Oracle Copilot backup with instant access. For more information, review the *Oracle Copilot with instant access and universal share* chapter in the NetBackup for Oracle Administrator's Guide.
- The snapshot is successful when the asset is discovered in next discovery cycle. Or, the user can manually initiate a discovery when a new asset is added.
- Restart the shadow copy service.
  - Right click on the C drive and then select **Configure Shadow Copies…**.
  - Select C drive and click **Settings**.
  - Click **schedule** and then **OK**.
  - Select another drive and repeat the steps. If there are no other drives then click **OK**.
  - Refer to *Configuring VSS to store shadow copies on the originating drive* in the NetBackup Snapshot Manager Install and Upgrade Guide.
- Unsubscribe the protection plan from the asset.
- To discover the asset, start a manual discovery or it would be discovered in the next autodiscovery.

- If the Snapshot fails with the error `asset hierarchy is incomplete`, refer to the following technical article:
  - The Snapshot Manager snapshot fails with the error "The host level snapshot of cannot be performed as asset hierarchy is incomplete" when ebsnvme-id incorrectly returns /dev/sda instead of sda for the boot disk.
- See “NetBackup status code: 9126” on page 1121.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 157

Message: suspend requested by administrator

Explanation: Status code 157 is an informational message, which indicates that the administrator suspended the job from the Activity Monitor. The job is in the suspended state in the Activity Monitor. It can be resumed from the last checkpoint by the administrator.

Recommended Action: The administrator can resume the job from the last checkpoint from the Activity Monitor.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 158

Message: failed accessing daemon lock file

Explanation: The process cannot lock its lock file because an error was received from a system call. This lock file synchronizes process activities (for example, it prevents more than one daemon from running at a time).

Recommended Action: Do the following, as appropriate:

- Examine the NetBackup error log to determine why the system call failed. Then correct the problem. It may be a permission problem.
- If the error log does not show the error, create a debug log directory for `bprd` or `bpdbm` (depending on which process encountered the error). Increase the unified logging level if `nbpem`, `nbjm`, or `nbrb` encountered the error. Use the `vxlogcfg` command as explained in the following topic:
  See "About unified logging" in the NetBackup Logging Reference Guide.
  Retry the operation and check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 159

Message: licensed use has been exceeded

Explanation: A configuration limit was exceeded.

For example, a job fails with this error code if a policy is set up that specifies the following:

- A storage unit that is on a SAN media server
- A client that is not the SAN media server itself

SAN media servers can only back up themselves.

This status code is used when the creation of a storage unit on a SAN media server fails because **On demand only** is not selected. **On demand only** is required for storage units on a SAN media server.

Recommended Action: To determine the cause of the error, examine the NetBackup All Log Entries report for the command that was run. See also the Activity Monitor details for informative messages.

If the job fails on a SAN media server storage unit, ensure that only the local client is specified in the policy. If remote clients are specified in the policy, do one of the following: remove them and place them in a policy that specifies a different storage unit or change the storage unit for that policy.

If you want to back up remote clients by using the SAN media server, you can purchase a regular NetBackup media server license.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 160

Message: Authentication failed

Explanation: One of the following occurs:

- Two systems try to authenticate one another.
- An initialization of the authentication libraries fails.
- Communication to the authentication daemon (`nbatd`) fails.
- Authentication of saved credentials fails.
- If using Snapshot Manager: The authentication with the Snapshot Manager has failed.
- If configuring Snapshot Manager, the authentication with the Snapshot Manager has failed.

- If configuring a storage provider, the validation of storage credentials has failed.

Recommended Action: Do the following, as appropriate:

- Add back the names that were removed and retry the operation.
- Create the following debug log directories for the processes that are involved in authentication between NetBackup systems:
  - Server: `bprd`, `bpdbm`, and `bpcd`.
  - Client: `bpbackup`, `bprestore`, and `bpbkar`.

  Retry the operation and review the debug logs.

The following actions relate to Snapshot Manager:

- Ensure that the Snapshot Manager credentials are correct.
- Verify that the credentials that were entered while registering are valid.
- If the credentials and the Snapshot Manager port number are updated, ensure that they are updated in NetBackup.
- Ensure that the Snapshot Manager credentials are correct.
- Verify that the credentials that were entered while registering Snapshot Manager are valid.
- Verify that the credentials that were entered while configuring a storage provider are valid.
- If the credentials and the Snapshot Manager port number are updated, ensure that they are updated in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 161

Message: Evaluation software has expired.

Explanation: The time that was allowed for the NetBackup evaluation software ended.

Recommended Action: Obtain a licensed copy of NetBackup. For information on licensing, contact your NetBackup sales or partner representative.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 162

Message: incorrect server platform for license

Explanation: The platform identifier in the license key does not match the platform type on which the key was installed.

Recommended Action: Ensure that you use a license key that is intended for the platform on which you plan to install.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 163

Message: media block size changed prior resume

Explanation: Status code 163 is an informational message. It indicates that the media block size was changed before a backup job from the last checkpoint resumed. Since the media block size must be consistent, the job was restarted from the beginning.

Recommended Action: Check the Activity Monitor job details for the job ID of the restarted job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 164

Message: unable to mount media because it is in a DOWN, or otherwise not available

Explanation: A restore was tried and the volume required for the restore was in a DOWN drive in a robot. Or, the slot is empty that should contain the volume.

Recommended Action: Do the following, as appropriate:

- If volume is in a DOWN drive, remove it and place it in its designated slot. Then, retry the restore.
- If the volume is in the wrong slot, use a robot inventory option to reconcile the contents of the robot with the volume configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 165

Message: NB image database contains no image fragments for requested backup id/copy number

Explanation: A restore was tried and NetBackup has no record of the fragments that are associated with the backup ID that has the files.

Recommended Action: Check the NetBackup Problems report for additional information about the error. For detailed troubleshooting information, create a debug log directory for either `bpdm` or `bptm` (whichever applies) and retry the operation. Check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 166

Message: backups are not allowed to span media

Explanation: An end of media (EOM) was encountered while the backup image was written. The backup was terminated because the NetBackup `DISALLOW_BACKUPS_SPANNING_MEDIA` option was present in `bp.conf` (on UNIX) or in the registry (on Windows). The backup is retried automatically with a different volume if the backup tries attribute allows it in the NetBackup global attribute configuration.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 167

Message: cannot find requested volume pool in EMM database

Explanation: A backup to a nonrobotic drive was tried and the tape manager (`bptm`) cannot find or add the specified volume pool.

Recommended Action: Verify the Media and Device Management volume configuration. Check the NetBackup Problems report for more information about the error. For detailed troubleshooting information, create a `bptm` debug log directory and retry the operation. Check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 168

Message: cannot overwrite media, data on it is protected

Explanation: A backup was tried to a volume that cannot be overwritten because it contains the data that by default NetBackup does not overwrite. (This data includes items such as tar, cpio, and ANSI.)

Recommended Action: Replace the volume with a new one or set the NetBackup `ALLOW_MEDIA_OVERWRITE` option to the appropriate value.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 169

Message: Media ID is either expired or will exceed maximum mounts

Explanation: A backup or a catalog backup was tried and the volume selected for use has reached its maximum number of mounts. The maximum number is specified in the Media and Device Management volume configuration. For a regular backup, the volume is automatically set to the SUSPENDED state and not used for further backups. For a NetBackup catalog backup, the operation terminates abnormally.

Recommended Action: If the volume was suspended, wait until it expires and then replace it. For NetBackup catalog backups, replace the media.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 170

Message: third party copy backup failure

Explanation: Usually indicates a problem with the `3pc.conf` file or the `mover.conf` file. (For detailed causes, see recommended actions.)

For more information on these files, see the NetBackup Snapshot Client Configuration Guide.

For help accessing this document, see Snapshot Client Assistance in the NetBackup Snapshot Client Administrator's Guide.

Recommended Action: Do the following, as appropriate:

- If a non third-party copy device is listed in `3pc.conf` file, correct it or remove the non third-party copy device entry.
- If an incorrect LUN is specified in the `3pc.conf` file or the device does not exist, correct the `3pc.conf` file as appropriate.
- If an appropriate `mover.conf` file (with or without file name extension) cannot be found, the `/usr/openv/netbackup/logs/bptm` log may show the following:

```
09:51:04 [22281] <2> setup_mover_tpc: no
mover.conf.vertex_std_tpc or mover.conf file exists, cannot
perform TPC backup
09:51:04 [22281] <16> bptm: unable to find or communicate with
Third-Party-Copy mover for policy vertex_std_tpc
```

Make sure that an appropriate `mover.conf` file exists in `/usr/openv/netbackup` on the media server. This file can be any of the following:

- `mover.conf.`*`policy_name`* file, where *policy_name* exactly matches the name of the policy.
- `mover.conf.`*`storage_unit_name`*, where *storage_unit_name* exactly matches the name of the storage in the **Backup Policy Management Policy attributes** dialog box.
- `mover.conf` file (no extension) for the configurations that have only one third-party copy device.

Note that NetBackup looks for an appropriate `mover.conf` file in the order.

- If the SCSI pass-through path of the third-party copy device, as entered in the `mover.conf` file, does not exist, the `bptm` log may show the following:

```
09:50:12 [22159] <16> setup_mover_tpc: open of passthru path
/dev/sg/cXtXlX failed, No such file or directory
09:50:12 [22159] <16> bptm: unable to find or communicate with
Third-Party-Copy mover for policy vertex_std_tpc
```

Correct the SCSI pass-through path of the third-party copy device that is entered in the `mover.conf` file.

- If the third-party copy device returned an error, you may see either of the following messages in `/usr/openv/netbackup/logs/bptm` log:

```
cannot process extended copy error due to truncated sense data,
may be HBA problem
disk error occurred on extended copy command, key = 0x0, asc =
0x0, ascq = 0x0
```

(where `key`, `asc`, and `ascq` are all zero)

Your host-bus adapter (HBA) and its driver may need to be updated, or NetBackup Snapshot Client may not support them. The supported host-bus adapters are listed.

See the NetBackup Release Notes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 171

Message: media ID must be 6 or less characters

Explanation: An operation that suspends or freezes a media ID (for example, `bpmedia`). was tried. The media ID is longer than six alphanumeric characters.

Recommended Action: Retry the command with a valid media ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 172

Message: cannot read media header, may not be NetBackup media or is corrupted

Explanation: When you loaded a volume for a backup or restore, the tape manager (`bptm`), did not find the expected tape header. This error can mean that a robotic device volume is not in the slot number that is in the Media and Device Management volume configuration. It also can mean that a read error (I/O error) occurred.

Recommended Action: Do the following, as appropriate:

- If the volume is in a robot that supports bar codes, verify the robot contents by using a robot inventory option.
- If the volume was mounted on a nonrobotic drive, verify that the correct volume was mounted and assigned.
- Check the NetBackup Problems report. If it shows a fatal read error, try the operation again with another drive, if possible.
- If your configuration has multiple servers or HBAs with access to your tape services, make sure that the SCSI Reserve or Release is onfigured correctly. (Most likely, the tape services configuration is an SSO configuration.)
  For more information on the storage server, please see the NetBackup Administrator's Guide, Volume II.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 173

Message: cannot read backup header, media may be corrupted

Explanation: When the tape manager (`bptm`) searches for a backup image to restore, the following occurs: it cannot find the correct backup ID at the position on the media where NetBackup expected it. This status code can indicate a drive hardware problem.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for clues as to what caused the error.
- Try the restore on another drive if possible.
- For detailed troubleshooting information, create a debug log directory for `bptm` and retry the operation. Check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 174

Message: media manager - system error occurred

Explanation: An abnormal condition caused a tape manager (`bptm`) or disk manager (`bpdm`) failure.

On UNIX, the file list that NetBackup generates for snapshot copy may not have enough information to restore from the NetBackup `tar` copy. For example, block number information is not correct because the NetBackup tar copy is not yet created.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report to see if it shows the cause of the problem. If you see a Problems report message similar to the following, save all logs and contact Cohesity Technical Support:

  ```
  attempted to write 32767 bytes, not a multiple of 512
  ```

- On UNIX, if this error occurs during a restore, the tape drive may be incorrectly configured. It may be configured to write in fixed-length mode when it should write in variable length mode.
  Verify your drive's configuration by comparing it to what is recommended in the NetBackup Device Configuration Guide.
  If your configuration incorrectly specifies fixed-length mode, change it to variable length mode and suspend the media that were written on that device. The images that were written to those media may be restorable (platform dependent), but single file restores are likely to fail.
- If the problem occurs with a particular client only, verify that the client binaries are correct, especially for `bpcd`.
- If you can read or write any other images on this media, check the following reports for clues:
  - Images on Media report
  - Media Contents report

- Verify the following:
  - The media, by using the NetBackup image verify option.
  - That you used the correct media type for the device.
- Check the system or the console log for errors (on UNIX) or the Event Viewer Application log (on Windows).
- For detailed debug information, create a debug log directory for either `bptm` or `bpdm` (whichever applies) and retry the operation. Check the resulting debug log.
  On UNIX, if the `bptm` debug log shows an error similar to the following, the tape drive is configured to write in fixed-length mode rather than variable length mode.

  ```
  00:58:54 [2304] <16> write_data: write of 32768 bytes indicated
  only 29696 bytes were written, errno = 0
  ```

  The image being written encountered the end-of-media.
- If the backup was configured for an OpenStorage disk storage unit, the OpenStorage vendor's plug-in may not be installed on all media servers in the storage unit's media server list. Either install the vendor plug-in on all of the media servers or remove from the list the servers that do not have the plug-in installed.
- On UNIX, if this error occurs during a restore, refresh the **Backup, Archive, and Restore** client console and retry the restore. This action refreshes the file list displayed in the client console and passes the correct information about the selected files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 175

Message: not all requested files were restored

Explanation: When the `bptm` or the `bpdm` process restores files from an image, it detected a fatal error condition and terminated the restore before it completed. Under normal circumstances, this error should not occur.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report and the status lot or the progress log on the client for additional information about the error.
- For detailed troubleshooting information, create a debug log directory for either `bptm` or `bpdm` (whichever applies) and retry the operation. Check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 176

Message: cannot perform specified media import operation

Explanation: The tape manager (`bptm`) detected an error condition when it tried to import a specific backup image.

Possible reasons for this error are as follows:

- Media ID is already active in the NetBackup media catalog on this server
- Media ID is not in the volume configuration
- Fatal tape manager (`bptm`) error occurred
- Total image was not obtained from Phase 1 of import
- The barcode and media ID do not match in the volume database. One possible reason for a mismatch is when using tapes previously written by a different barcode, labels are placed into an ACSLS library using a new barcode label. Another possible reason is when the administrator attempts to change the media ID field (using`vmchange`) to match the RVSN. When the inventory is updated, the barcode and media ID are synchronized.

Recommended Action: Check the NetBackup Problems report to find the exact cause of the failure and try the following:

- If the media ID is already active, duplicate all images on the original media ID to another volume. Then, manually expire the original media and redo the import.
- If the media ID is not present in the volume configuration, add it.
- If you received a fatal `bptm` error, verify that the following are active: the NetBackup Volume Manager (`vmd`) on UNIX or the NetBackup Volume Manager on Windows.
- If the entire image is not present, perform import phase 1 on the media IDs that have the remainder of the image.
- If the barcode and media ID are a mismatch, use a barcode label that matches the recorded media ID. Tapes can then be mounted in a drive with AVRD running so that the recorded media ID is displayed. Then, a barcode with that label needs to be placed on the tape.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 177

Message: could not deassign media due to Media Manager error

Explanation: The tape manager (`bptm`) cannot successfully unassign a media ID.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for the cause of the problem.
- Verify that the NetBackup Volume Manager (`vmd`) is active on UNIX or the NetBackup Volume Manager service is active on Windows.
- For detailed troubleshooting information, create a debug log directory for `bptm` and retry the operation. Check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 178

Message: Media ID is not in NetBackup volume pool

Explanation: NetBackup tried a backup of its catalogs and the media ID that was specified for the catalog backup was not in the NetBackup volume pool. Volumes for catalog backups must be in the NetBackup volume pool.

Recommended Action: Check the Media and Device Management volume configuration to verify that the media IDs are present and in the NetBackup volume pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 179

Message: density is incorrect for the media ID

Explanation: An operation such as "list contents" was tried on an invalid media ID, such as a cleaning tape. Another possibility: a media ID in the NetBackup catalog backup configuration does not match the media type that was entered in the volume configuration.

Recommended Action: Check the volume configuration and the NetBackup catalog backup configuration and correct any problems found.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 180

Message: tar was successful

Explanation: `tar` returned a successful exit status.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 181

Message: tar received an invalid argument

Explanation: One of the parameters that was passed to `tar` was not valid.

Recommended Action: Do the following, as appropriate:

- On a UNIX client:
  - Ensure that the `nbtar` command in `/usr/openv/netbackup/bin` is the one provided by NetBackup. If you are in doubt, reinstall it.
  - Check `/usr/openv/netbackup/bin/version` on the client to verify that the client is running the correct level software. If the software is not at the correct level, update the software per the directions in the NetBackup Release Notes.
- On a Windows client, create a `tar` debug log directory, retry the operation, and check the log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 182

Message: tar received an invalid file name

Explanation: `tar` cannot write to the file that is specified with the `-f` parameter.

Recommended Action: Do the following, as appropriate:

- Create a `bpcd` debug log directory on the client .
- On a Windows client, create a `tar` debug log directory.
- Increase the logging level on the client:
  - On a UNIX client, add the `VERBOSE` option to the `/usr/openv/netbackup/bp.conf` file.
  - On PC clients, increase the debug or log level.

See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.

- Rerun the operation, check the resulting debug logs for the parameters that were passed to `tar` and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 183

Message: tar received an invalid archive

Explanation: The data that was passed to `tar` was corrupt.

Recommended Action: Do the following, as appropriate:

- If the problem is with a UNIX client, create a `/usr/openv/netbackup/logs/tar` debug log directory on the client and rerun the operation.
  - Check the `tar` debug log file for any error messages that explain the problem.
  - Restart the client to see if it clears the problem.
  - When you finish with your investigation of the problem, delete the `/usr/openv/netbackup/logs/` tar directory on the client.
- If the problem is with a Microsoft Windows client, do the following in the order presented:
  - Create a `bpcd` debug log directory on the client.
  - On a Windows client, create a `tar` debug log directory.
  - Increase the debug or log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
  - Rerun the operation and check the resulting debug logs.
  - Restart the client to see if it clears the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 184

Message: tar had an unexpected error

Explanation: A system error that occurred in `tar`.

Recommended Action: Do the following, as appropriate:

- If the problem is with a UNIX client, create a `/usr/openv/netbackup/logs/tar` debug log directory on the client and rerun the operation.
  - Check the `tar` debug log file for any error messages that explain the problem.
  - Restart the client to see if it clears the problem.
  - When you finish your investigation of the problem, delete the `/usr/openv/netbackup/logs/tar` directory on the client.
- If the problem is with a Microsoft Windows client:
  - Create a `bpcd` debug log directory on the client .
  - Increase the debug or log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
  - On a Windows client, create a `tar` debug log directory.
  - Retry the operation and check the resulting debug logs.
  - Restart the client to see if it clears the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 185

Message: tar did not find all the files to be restored

Explanation: The `tar` file list contained files that were not in the image.

Recommended Action: Do the following, as appropriate:

- If the problem is with a UNIX client:
  - Enable `bpcd` debug logging by creating the `/usr/openv/netbackup/logs/bpcd` directory on the client.
  - Rerun the operation, check the resulting `bpcd` log file for the parameters that were passed to `nbtar`, and contact Cohesity Technical Support.
- If the problem is with a Microsoft Windows client:
  - Create a `bpcd` debug log directory on the client.
  - Increase the debug or log level.
    See "Changing the logging level on Windows clients" in the NetBackup Logging Reference Guide.
  - On a Windows client, create a `tar` debug log directory.

- Retry the operation.
- Check the resulting debug logs for the parameters that were passed to `tar` and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 186

Message: tar received no data

Explanation: NetBackup did not send data to `tar`.

Recommended Action: Do the following, as appropriate:

- Retry the operation and check the status or the progress log on the client for any error messages that reveal the problem.
- Verify that the tape is available and readable.
- Verify that the drive is in an UP state. Use the Device Monitor.
- For detailed troubleshooting information:
  - Create a `bptm` debug log on the server.
  - On a Windows client, create a `tar` debug log.
  - Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 189

Message: the server is not allowed to write to the client's file systems

Explanation: The client does not allow writes from the server.

Recommended Action: Perform the following to perform restores or install software from the server:

- On a UNIX client, delete DISALLOW_SERVER_FILE_WRITES from the `/usr/openv/netbackup/bp.conf` file.
- On a Microsoft Windows client, select **Allow server-directed restores** on the **General** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface on the client and select **NetBackup Client Properties** from the **File** menu.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 190

Message: found no images or media matching the selection criteria

Explanation: A verify, duplicate, or import was tried and no images that matched the search criteria were found in the NetBackup catalog.

Recommended Action: Change the search criteria and retry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 191

Message: no images were successfully processed

Explanation: One of the following has occurred:

- A verify, duplicate, Auto Image Replication, automatic import, or import was tried and failed for all selected images.
- If the STS_EFILESYSTEM error code appears (error 2060063) for BasicDisk or AdvancedDisk, the file system is not configured correctly. The Allocation Unit Size of the NTFS file system is too small for the BasicDisk or AdvancedDisk data writes. Or, the maximum fragment size that NetBackup configures is too large.
- If a backup or duplicate job is configured with a retention level greater than 25 and the storage unit specified in the policy is managed by a media server that runs a version of NetBackup previous to NetBackup 8.0, the backup jobs associated with the policy fail.

Recommended Action: Do the following, as appropriate:

- Check the NetBackup Problems report for the cause of the error. To obtain detailed troubleshooting information, create an `admin` debug log directory and retry the operation. Check the resulting debug log.
- If the backup or duplicate job failed for a policy configured with a retention level greater than 25, you can either upgrade the media server to NetBackup 8.0 or later or set the retention level between 0 and 25. Note that the retention period for level 25 is always set to expire immediately and this value cannot be changed.
- If the error was encountered during duplication of backups, check the duplication progress log to help determine the root cause of the problem.

- An Auto Image Replication job may cause this error. If the storage lifecycle policy names or data classifications do not match the originating domain and the target domain, the import job fails. Failed imports appear in the Problems report when it is run on the target master server. The image is expired and deleted during catalog cleanup. Note that the originating domain does not track failed imports.

  More information is available about troubleshooting this problem:

  For more information on troubleshooting this problem, please see the About Troubleshooting Auto Image Replication topic of the NetBackup Troubleshooting Guide.

- An automatic import job may cause this error. This job is an import job that shows a storage lifecycle policy name.

  More information is available about troubleshooting this problem:

  For more information on troubleshooting this problem, please see the About Troubleshooting Auto Image Replication topic of the NetBackup Troubleshooting Guide.

- If a Vault job encountered the error responsible for the duplication, check the duplicate.log files in your `sidxxx` directories to determine the root cause:

  ```
  UNIX:
  /usr/openv/netbackup/vault/sessions/vault_name/sidxxx
  Windows:
  install_path\NetBackup\vault\sessions\vault_name\sidxxx
  ```

  (where *xxx* is the session ID)

- Reduce the maximum fragment size on the storage unit that writes to this file system. This value is typically less than 20 GB. But you may need to adjust the maximum fragment size as necessary until the STS_EFILESYSTEM errors no longer occur. The value is based on how much data that the storage unit writes to the image.

  To change this value, in the **NetBackup Administration Console**, in the left pane, expand **NetBackup Management > Storage**. Then in the right pane, double-click the storage unit for this file system. In the **Change Storage Unit** dialog box, change the value of the Maximum Fragment Size to 20480 MB (20 GB) by checking the **Reduce fragment size to** checkbox and entering the new value.

- Increase the Allocation Unit Size by reconfiguring the file system. This usually requires that you format the file system, so this action may not be a feasible for an existing file system. Consider this when you create a new file system for BasicDisk images or AdvancedDisk images. Because setting this value is different on each OS file system, refer to the appropriate OS or file system documentation for instructions.

- Ensure that the Logical Storage Unit (LSU) name or the Domain Volume name has less than 50 ASCII characters, including a hyphen (-) and an underscore (_), and that the name does not have a blank space.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 192

Message: VxSS authentication is required but not available

Explanation: On one side of a NetBackup network connection, the system requires VxSS authentication. On the other side of the connection, the other system is not configured to use VxSS. VxSS authentication is used with the NetBackup Access Control feature (NBAC). The connection was terminated because VxSS authentication cannot be completed.

Recommended Action: Make sure that both systems are configured to use NetBackup Access Control VxSS authentication with each other. Or, make sure that both systems are not configured to use VxSS with each other. The first thing to check is the Use VxSS Host properties value on each system. If one is configured for REQUIRED, the other must be configured for REQUIRED or AUTOMATIC. If one is configured for PROHIBITED, the other must be configured for PROHIBITED or AUTOMATIC.

See the NetBackup Administrator's Guide, Volume I, for the following information: how to set the Access Control-related host properties, and how to configure a system to use Access Control.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 193

Message: VxSS authentication is requested but not allowed

Explanation: On one side of a NetBackup network connection, the system requires VxSS authentication. The system on the other side of the connection is not configured to use VxSS. VxSS authentication is used with the NetBackup Access Control feature (NBAC). The connection has been terminated because VxSS authentication cannot be completed.

Recommended Action: Make sure that both systems are configured to use NetBackup Access Control VxSS authentication with each other. Or, make sure that both systems are not configured to use VxSS with each other. The first thing to check is the Use VxSS Host properties value on each system. If one is configured for REQUIRED, the other must be configured for REQUIRED or AUTOMATIC. If

one is configured for PROHIBITED, the other must be configured for PROHIBITED or AUTOMATIC.

See the NetBackup Administrator's Guide, Volume I, for the following information: how to set the Access Control-related host properties how to configure a system to use Access Control.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 194

Message: the maximum number of jobs per client is set to 0

Explanation: The NetBackup **Maximum jobs per client** global attribute is currently set to 0. Set the value to 0 to disable backups and archives.

Recommended Action: To enable backups and archives, change the **Maximum jobs per client** value to the wanted nonzero setting. This attribute is on the **Global NetBackup Attributes** tab in the **Master Server Properties** dialog box.

See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 195

Message: client backup was not attempted

Explanation: A backup job was in the NetBackup scheduler but was not tried.

Recommended Action: Do the following, as appropriate:

- Retry the backup either immediately with a manual backup or allow the normal scheduler retries.
- For additional information, check the All Log Entries report. For detailed troubleshooting information, increase the logging level for the diagnostic and debug logs for `nbpem`, `nbjm`, and `nbrb`.
  Use the `vxlogcfg` command as explained in the following topic:
  See "About unified logging" in the NetBackup Logging Reference Guide.
  After the next backup try, check the logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 196

Message: client backup was not attempted because backup window closed

Explanation: A backup or an archive operation that the backup scheduler queued was not tried because the backup window was no longer open.

Recommended Action: Do the following, as appropriate:

- If possible, change the schedule to extend the backup window for this combination of policy and schedule so it does not occur again.
- If the backup must be run, use the **Manual Backup** command on the **Policy** menu in the **Backup Policy Management** window to perform the backup. Manual backups ignore the backup window.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 197

Message: the specified schedule does not exist in the specified policy

Explanation: A user backup or archive request specified the exact policy and schedule to use when a backup is performed. The policy exists but does not contain the schedule.

- On Microsoft Windows clients, you can specify a policy or schedule on the **Backups** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface on the client and select **NetBackup Client Properties** on the **File** menu.
- On UNIX clients, you can specify a policy or schedule by using the `bp.conf` options, BPBACKUP_POLICY or BPBACKUP_SCHED.

Recommended Action: Do the following, as appropriate:

- Check the client progress log (if available) to determine the policy and schedule that were specified.
- Check the configuration on the master server to determine if the schedule is valid for the policy. If the schedule is not valid, either add the schedule to the policy configuration or specify a valid schedule on the client.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 198

Message: no active policies contain schedules of the requested type for this client

Explanation: A user backup or archive was requested, and this client is not in a policy that has a user backup or archive schedule.

Recommended Action: Determine if the client is in any policy that has a schedule of the appropriate type (either user backup or archive).

- If the client is in such a policy, check the general policy attributes to verify that the policy is set to active.
- If the client is not in such a policy, do either of the following:
  - Add a schedule of the appropriate type to an existing policy that has this client.
  - Create a new policy that has this client and a schedule of the appropriate type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 199

Message: operation not allowed during this time period

Explanation: A user backup or archive was requested and this client is not in a policy that has the following: a user backup or archive schedule with an open backup window. This error implies that an appropriate policy and schedule combination exists for this client.

Recommended Action: Determine the policies to which this client belongs that also have a schedule of the appropriate type (either user backup or archive).

- If possible, retry the operation when the backup window is open.
- If the backup window is not open during appropriate time periods, adjust a backup window for a schedule in one of the policies.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 200

Message: The scheduler found that no backups are due. Or, the target hosts do not need to be upgraded.

Explanation: When the NetBackup scheduler process (`nbpem`) checked the policy and the schedule configuration, it did not find any clients to back up.

This error may be due to the following:

- No backup time windows are open (applies only to full and to incremental schedules).
- Policies are set to inactive.
- The clients were recently backed up and are not due for another backup (based on Frequency setting for the schedules).
- Policies do not have any clients.
- For SQL Server policies that use intelligent groups, the credentials may be invalid that are associated with any credential rules. Or, the SQL Server administrator does not have the necessary permissions to access the instances or databases. This issue applies to NetBackup 11.0 or later.

Recommended Action: Usually, this message can be considered informational and does not indicate a problem. However, if you suspect a problem, do the following:

- Examine the NetBackup All Log Entries report for any messages in addition to the one that indicates the scheduler found nothing to do.
- Examine the policy configuration for all policies or the specific policy in question to determine if any of the reasons in the Explanation section apply.
- To obtain detailed troubleshooting information, increase the unified logging level for the diagnostic and debug logs.
  Use the `vxlogcfg` command as explained in the following procedure:
  See "About unified logging" in the NetBackup Logging Reference Guide.
  Retry the operation and check the resulting logs.
- For SQL Server policies that use intelligent groups, ensure that the credentials are valid for the SQL Server instances or databases that are included in the policy.
  Refer to the *NetBackup for Microsoft SQL Server Administrator's Guide* for more details on this error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 201

Message: handshaking failed with server backup restore manager

Explanation: A process on the master server encountered an error when it communicated with the media host (can be either the master or a media server). This error means that the master and the media server processes were able to initiate communication, but were not able to complete them. This problem can occur during a backup, restore, or media list in a single or a multiple server configuration.

Recommended Action: Do the following, as appropriate:

- Determine the activity that encountered the handshake failure by examining the NetBackup All Log Entries report for the appropriate time period. If there are media servers, determine if:
  - The handshake failure was encountered between the master and a media server.
    or
  - Only the master server was involved.
- If necessary, create the following debug log directories and increase the logging level:
  - `bpcd` on the NetBackup media host (can be either the master or a media server).
  - If the error was encountered during a backup operation, increase the logging level for the diagnostic and debug logs for `nbpem`, `nbjm`, and `nbrb`.
    Use the `vxlogcfg` command as explained in the following procedure:
    See "About unified logging" in the NetBackup Logging Reference Guide.
  - If the error was encountered during a restore operation, `bprd` on the master server.
  - If the error was encountered during a media list operation, `admin` in the NetBackup `logs/admin` directory on the master server.
- Status code 201 may occur if `nbjm` fails after it connects to `bpbrm` or `bpmount` but before the policy file list is sent. Examine the `nbjm` unified log (originator ID 117) or the `bpbrm` or the `bpmount` legacy logs for more detail on the cause of the error.
- Retry the operation and examine the resulting debug logs for information on why the error occurred.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 202

Message: timed out connecting to server backup restore manager

Explanation: A master server process that tried to initiate communications with the media host timed out (can be either the master or a media server). This problem can occur during a backup or restore in either a single or a multiple server configuration.

Recommended Action: Determine which activity encountered the connection timeout failure by examining the All Log Entries report for the appropriate time period. If there are media servers, determine if the timeout occurred between the master and a media server or if only the master was involved.

- Verify that the schedule specifies the correct storage unit.
- Run the `ping` command from one host to another by using the following combinations:
  - From the master server, ping the master and all media servers by using the host names that are found in the storage unit configuration.
  - From each of the media servers, ping the master server by using the host name that is specified in the NetBackup server list. On a UNIX or Linux server, the master is the first `SERVER` entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog box.
    See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
- Verify that the master server can communicate with `bpcd` on the host that has the storage unit.
- Perform the following procedures:
  See "Testing the media server and clients" in the NetBackup Troubleshooting Guide.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- If necessary, create debug log directories for the following processes and retry the operation. Then, check the resulting debug logs on the master server:
  - If the error occurred during a backup operation, increase the logging level for the diagnostic and debug logs for `nbpem`, `nbjm`, and `nbrb`.
    Use the `vxlogcfg` command as explained in the following procedure:
    See "About unified logging" in the NetBackup Logging Reference Guide.
    Also, check the `bpcd` legacy debug logs.
  - If the error occurs during a restore operation, check the `bprd` debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 203

Message: server backup restore manager's network is unreachable

Explanation: A process on the master server cannot connect to a particular host on the network when it tries to initiate communication with the media host. This problem can occur during a backup or restore in either a single or a multiple server configuration.

Recommended Action: Determine which activity encountered this failure by examining the All Log Entries report for the appropriate time frame. If there is more than one NetBackup server (one or more media servers), determine the following: if the failure was between the master and a media server or if only the master server was involved. Run the `ping` command from one host to another by using the following combinations:

- From the master server, ping the master and all media servers by using the host names in the storage unit configuration.
- From each of the media servers, ping the master server host by using the host name that is specified in the NetBackup server list. On a UNIX or Linux server, the master is the first `SERVER` entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog.
  See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
- Perform the following procedures:
  See "Testing the media server and clients" in the NetBackup Troubleshooting Guide.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- If necessary, create debug log directories for bprd and retry the operation. Then, check the resulting debug logs on the master server. If the error occurred during a restore, check the `bprd` debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 204

Message: connection refused by server backup restore manager

Explanation: The media host refused a connection on the port number for `bpcd`. This error can be encountered during a backup or restore.

Recommended Action: Run the `ping` command from one host to another by using the following combinations:

- From the master server, ping the master and all media servers by using the host names in the storage unit configuration.

- From each of the media servers, ping the master server by using the name that was specified in the NetBackup server list. On a UNIX or Linux server, this master is the first `SERVER` entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog box. The following topic shows how to access this dialog box:
  See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
- On UNIX and Linux servers, verify that the `bpcd` entries in `/etc/services` or NIS on all the servers are identical. Verify that the media host listens on the correct port for connections to `bpcd`. To verify, run one of the following commands (depending on platform and operating system):

  ```
  netstat -a | grep bpcd
  ```

  `netstat -a | grep 13782` (or the value that was specified during the install)
  `rpcinfo -p | grep 13782` (or the value that was specified during the install)
  On UNIX and Linux servers, it may be necessary to change the service number for the following: `bpcd` in `/etc/services` and the NIS services map and send `SIGHUP` signals to the `inetd` processes on the clients.

  ```
  /bin/ps -ef | grep inetd
  kill -HUP the_inetd_pid
  ```

  or

  ```
  /bin/ps -aux | grep inetd
  kill -HUP the_inetd_pid
  ```

  Note: On a Hewlett-Packard UNIX platform, use `inetd -c` to send a `SIGHUP` to `inetd`.

- On Windows servers, do the following:
  - Verify that the `bpcd` entries are correct in the following:

    ```
    %SystemRoot%\system32\drivers\etc\services
    ```

  - Verify that the following numbers match the settings in the `services` file: **NetBackup Client Service Port** number and **NetBackup Request Service Port** number on the **Network** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface and select **NetBackup Client Properties** on the **File** menu.

The values on the **Network** tab are written to the `services` file when the NetBackup Client service starts.

- Stop and restart the NetBackup services.

- Perform the following procedures:
  See "Testing the media server and clients" in the NetBackup Troubleshooting Guide.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- If necessary, create debug log directories for `bprd` and retry the operation. Then, check the resulting debug logs on the master server:
  - If the error occurred during a backup operation, check the `nbpem`, `nbjm`, and `nbrb` logs by using the `vxlogview` command.
  - If the error occurred during a restore operation, check the `bprd` debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 205

Message: cannot connect to server backup restore manager

Explanation: A process on the master server cannot connect to a process on a host on the network. This error occurs when the process tries to initiate communication with the server that has the storage unit. This problem can occur during a backup or restore in either a single or a multiple server configuration.

Recommended Action: Run the `ping` command from one host to another by using the following combinations:

- From the master server, ping the master and all media servers by using the host names in the storage unit configuration.
- From each of the media servers, ping the master server by using the name that is specified in the NetBackup server list. On a UNIX or Linux server, this master is the first `SERVER` entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog box. See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
- On a UNIX or Linux server, verify that the `bpcd` entry in `/etc/services` or NIS on all the servers are identical. Verify that the media host listens on the correct port for connections to `bpcd`. To verify, run one of the following commands (depending on platform and operating system):

```
netstat -a | grep bpcd
```

```
netstat -a | grep 13782
```
(or the value that is specified during the install)

```
rpcinfo -p | grep 13782
```
(or the value that is specified during the install)

- On Windows servers, do the following:
  - Verify that the `bpcd` entries are correct in the services file:

    ```
    %SystemRoot%\system32\drivers\etc\services
    ```

  - Verify that the following numbers match the settings in the `services` file: **NetBackup Client Service Port** number and **NetBackup Request Service Port** number on the **Network** tab in the **NetBackup Client Properties** dialog box. To display this dialog box, start the Backup, Archive, and Restore interface and select **NetBackup Client Properties** on the **File** menu. The values on the **Network** tab are written to the `services` file when the NetBackup Client service starts.
  - Stop and restart the NetBackup services.
- Perform the following procedures:
  See "Testing the media server and clients" in the NetBackup Troubleshooting Guide.
  See "Resolving network communication problems" in the NetBackup Troubleshooting Guide.
- Create a `bpcd` debug log directory on the server that has the storage unit and retry the operation. Then, check for additional information in the debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 206

Message: access to server backup restore manager denied

Explanation: The master server tries to start a process on another server (or itself) but does not appear in the NetBackup server list on that server. On a UNIX or Linux server, the master is the first `SERVER` entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog box.

See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.

Recommended Action: Do the following, as appropriate:

- Verify that the master server appears as a server in its own server list as well as being listed on all media servers.

  If you change the master server list, stop and restart the NetBackup Database Manager (bpdbm) and NetBackup Request Daemon (bprd) to ensure that all appropriate NetBackup processes use the new server entry.
- If necessary, create debug log directories for bprd and retry the operation. Then, check the resulting debug logs on the master server:
  - If the error occurred during a backup operation, check the `nbpem`, `nbjm`, and `nbrb` logs by using the `vxlogview` command.
  - If the error occurred during a restore operation, check the `bprd` debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 207

Message: error obtaining date of last backup for client

Explanation: When `nbpem` tries to obtain the date of the last backup for a particular client, policy, and schedule combination, an error occurs.

Recommended Action: Do the following, as appropriate:

- Verify that the NetBackup Database Manager, `bpdbm`, is running.
- Examine the All Log Entries report for the appropriate time frame to gather more information about the failure.
- For detailed troubleshooting information, create a `bpdbm` log directory on the master server. Increase the logging level for the diagnostic and debug logs for `nbpem`.

  Use the `vxlogcfg` command as explained in the following topic:

  See "About unified logging" in the NetBackup Logging Reference Guide.

  Retry the operation, then check the resulting logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 209

Message: error creating or getting message queue

Explanation: When a NetBackup process tries to create an internal message queue construct for inter-process communication, an error occurs. This error indicates a problem on the master server. On UNIX and Linux systems, this error may be due to a lack of system resources for System V inter-process communication.

Recommended Action: Create debug log directories on the master server and retry the operation. Then, determine the type of system failure by examining the logs. Start with the `bprd` debug log.

On UNIX and Linux servers, also gather the output of the `ipcs -a` command to see what system resources are currently in use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 210

Message: error receiving information on message queue

Explanation: When a NetBackup process tries to receive a message from a NetBackup daemon using bprd on an internal message queue construct, an error occurs. This error indicates a problem on the master server. On UNIX and Linux systems, this error may be due to a lack of system resources for System V inter-process communication.

Recommended Action: Create debug log directories on the master server and retry the operation. Then, determine the type of system failure by examining the logs. Start with the `bprd` debug log.

On UNIX and Linux servers, also gather the output of the `ipcs -a` command to see what system resources are currently in use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 212

Message: error sending information on message queue

Explanation: When a NetBackup process tries to attach to an already existing internal message queue construct for inter-process communication, an error occurs. This error indicates a problem on the master server. On UNIX and Linux systems, this error may be due to a lack of system resources for System V inter-process communication.

Recommended Action: Create debug log directories on the master server and retry the operation. Then, determine the type of system failure by examining the logs. Start with the `bprd` debug log.

On UNIX and Linux servers, also, gather the output of the `ipcs -a` command to see what system resources are currently in use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 213

Message: no storage units available for use

Explanation: The NetBackup resource broker (`nbrb`) 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.

Recommended Action: Do the following, as appropriate:

- Examine the Backup Status and All Log Entries report for the appropriate time period to determine the policy or schedule that received the error.
- Verify that the media server has not been deactivated for the storage unit or units that are unavailable.
- Verify that the storage unit's drives are not down.
- Verify the following attribute settings for all storage units:
  - For disk storage units, the **Maximum concurrent jobs** is not set to 0
  - For Media Manager storage units, the **Maximum concurrent write drives** is not set to 0
- Verify that the robot number and host name in the storage unit configuration matches the Media and Device Management device configuration.
- Determine if all storage units are set to **On demand only** for a combined policy and schedule that does not require a specific storage unit. In this case, either specify a storage unit for the policy and the schedule combination or turn off **On demand only** for a storage unit.
- If the storage unit is on a UNIX or Linux NetBackup media server, it may indicate a problem with `bpcd`. Check `/etc/inetd.conf` on the media server to verify that the `bpcd` entry is correct.

  If the storage unit is on a Windows NetBackup media server, verify that the NetBackup Client service was started on the Windows NetBackup media server.
- For detailed troubleshooting information, increase the logging levels of `nbrb` and `mds` on the master server.

  Use the `vxlogcfg` command as explained in the following topic:

  See "About unified logging" in the NetBackup Logging Reference Guide.

  Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 215

Message: failed reading global config database information

Explanation: During the periodic checking of the NetBackup configuration, `nbproxy` was unable to read the global configuration parameters.

Recommended Action: Do the following, as appropriate:

- On a UNIX or Linux master server, verify that the NetBackup Database Manager (`bpdbm`) process is running. On a Windows master server, verify that the NetBackup Database Manager service is running.
- Try to view the global configuration settings by using the NetBackup administration interface (on UNIX and Linux systems), or by using Host Properties (on Windows systems).
- For detailed troubleshooting information, create debug log directories for `nbproxy` and `bpdbm` on the master server and retry the operation. Check the resulting debug logs for these processes. Also check the `nbpem` logs by using the `vxlogview` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 216

Message: failed reading retention database information

Explanation: During its periodic checking of the NetBackup configuration, `nbpem` did not read the list of retention levels and values.

Recommended Action: Do the following, as appropriate:

- On a UNIX or Linux master server, verify that the NetBackup Database Manager (`bpdbm`) process is running. On a Windows master server, verify that the NetBackup Database Manager service is running.
- For detailed troubleshooting information, create a debug log directory for `bpdbm` on the master server.
  Increase the logging level for `nbpem` by using the `vxlogcfg` command as described in the following topic:
  See "About unified logging" in the NetBackup Logging Reference Guide.
  Retry the operation and check the resulting logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 217

Message: failed reading storage unit database information

Explanation: During its periodic checking of the NetBackup configuration, nbpem did not read the storage unit configuration.

Recommended Action: Do the following, as appropriate:

- On a UNIX or Linux server, verify that the NetBackup Database Manager (`bpdbm`) process is running. On a Windows server, verify that the NetBackup Database Manager service is running.
- Try to view the storage unit configuration by using the NetBackup administration interface.
- For detailed troubleshooting information, create debug logs for `nbproxy` and `bpdbm` on the master server and retry the operation. Check the resulting debug logs. Also check the nbpem logs by using the `vxlogview` command.

  Ensure that the correct master server is specified for the connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 218

Message: failed reading policy database information

Explanation: During the periodic checking of the NetBackup configuration, `nbpem` did not read the backup policy configuration.

Recommended Action: Do the following, as appropriate:

- On a UNIX or Linux server, verify that the NetBackup Database Manager (`bpdbm`) process is running. On a Windows server, verify that the NetBackup Database Manager service is running.
- Try to view the policy configuration by using the NetBackup administration interface.
- For detailed troubleshooting information, create debug log directories for `nbproxy` and `bpdbm` on the master server and retry the operation. Check the resulting debug logs. Also check the nbpem logs by using the `vxlogview` command.

  Ensure that the correct master server is specified for the connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 219

Message: the required storage unit is unavailable

Explanation: The policy or schedule for the backup requires a specific storage unit, which is currently unavailable. This error also occurs for other tries to use the storage unit within the current backup session.

Recommended Action: Look in the Job Details window for the failed job.

- Verify that the schedule specifies the correct storage unit and the storage unit exists.
- Verify that the following devices are running: the Media Manager device daemon (`ltid`) (UNIX or Linux server) or the NetBackup Device Manager service (Windows server). Use `bpps` on UNIX and Linux and the Activity Monitor on Windows or the Services application in the Windows Control Panel.
- Verify the following attribute settings:
  - For a disk storage unit, **Maximum concurrent jobs** is not set to 0.
  - For a Media Manager storage unit, the **Maximum concurrent drives** attribute is not set to 0.
- If the storage unit is a tape, verify that at least one of the drives is in the UP state. Use the Device Monitor.
- Verify that the robot number and host in the storage unit configuration match what is specified in the Media and Device Management device configuration.
- Verify that the master server can communicate with the `bpcd` process on the server that has the storage unit.
  - Verify that `bpcd` listens on the port for connections.
    On a UNIX or Linux server where the storage unit is connected, if you run `netstat -a | grep bpcd`, it should return something similar to the following:

    ```
    *.bpcd    *.*         0       0      0       0 LISTEN
    ```

    On a Windows NetBackup server where the storage unit is connected, run `netstat -a` to print several lines of output. If `bpcd` listens, one of those lines is similar to the following:

    ```
    TCP     myhost:bpcd            0.0.0.0:0               LISTENING
    ```

  - Check the `nbrb` and the `mds` logs by using the `vxlogview` command.
  - If the cause of the problem is not obvious, perform some of the steps in the following procedure:

See Resolving Network Communication Problems in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 220

Message: database system error

Explanation: The `bpdbm` process (UNIX and Linux), or the NetBackup Database Manager service (Windows) did not create a directory path for its configuration catalogs. This error is due to a system call failure, which is usually due to a permission problem or an out of space condition.

Recommended Action: Create a debug log directory for `bpdbm`. Increase the logging level for the diagnostic and debug logs for `nbemm`.

Use the `vxlogcfg` command as explained in the following topic:

See "About unified logging" in the NetBackup Logging Reference Guide.

Retry the operation and check the resulting logs for information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 221

Message: continue

Explanation: This status code is used to coordinate communication between various NetBackup processes and normally does not occur. If the logs show that it is associated with a subsequent error, it usually indicates a communication problem. In this case, concentrate your troubleshooting efforts on the subsequent error.

Recommended Action: Determine the cause of the status code that follows this one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 222

Message: done

Explanation: This status code is used to coordinate communication between various NetBackup processes and is normally not seen. If the error logs show that it is

associated with a subsequent error, it usually indicates a communication problem. In this case, concentrate your troubleshooting efforts on the subsequent error.

Recommended Action: Determine the cause of the status code that follows this one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 223

Message: an invalid entry was encountered

Explanation: A request to the `bpdbm` process (on UNIX and Linux) or the NetBackup Database Manager service (on Windows) had invalid information or some information that conflicted. This error is usually a result of the use of software from different versions. Another cause can be incorrect parameters on a command.

Recommended Action: Verify that all NetBackup software is at the same version level and the command parameters are specified correctly. If neither of these is the problem, obtain detailed troubleshooting information by creating a `bpdbm` debug log directory. Then retry the operation. Check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 224

Message: there was a conflicting specification

Explanation: A request to the `bpdbm` process (on UNIX and Linux) or the NetBackup Database Manager service (on Windows) had invalid information or some information that conflicted. This error is usually a result of the use of software from different versions. Another cause can be incorrect parameters on a command.

Recommended Action: Verify that all NetBackup software is at the same version level. If that is not the problem, obtain detailed troubleshooting information by creating `bpdbm` and `admin` debug log directories. Then retry the operation. Check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 225

Message: text exceeded allowed length

Explanation: Text in a request exceeds a buffer size. The request was made to the `bpdbm` process (on UNIX and Linux) or the NetBackup Database Manager service (on Windows). This error is usually a result of the use of software from different version levels.

Recommended Action: Verify that all NetBackup software is at the same version level. If that is not the problem, create debug log directories for `bpdbm` and `admin`. Then, retry the operation and examine the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 226

Message: the entity already exists

Explanation: The configuration already has an entity with the same name or definition. For example: this status appears if you add a new policy when an existing policy has the same name or definition such as attributes or clients.

Recommended Action: Correct your request and re-execute the command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 227

Message: no entity was found

Explanation: The asset configured for protection is not found in the NetBackup database.

Recommended Action: Do the following, as appropriate:

- Ensure that the appropriate plug-in is configured from the web UI.
- Ensure that the discovery of the asset is complete and the appropriate asset is visible in the web UI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 228

Message: unable to process request

Explanation: An inconsistency exists in the catalog or a request was made that would be improper to satisfy.

Recommended Action: Do the following, as appropriate:

- If this status involves a media server, verify that its server list specifies the correct master server. On a UNIX or Linux server, the master server is the first `SERVER` entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog box.
  See "Using the Host Properties window to access configuration settings" in the NetBackup Troubleshooting Guide.
- For detailed troubleshooting information, create a `bpdbm` debug log directory and retry the operation. Then, check the resulting debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 229

Message: events out of sequence - image inconsistency

Explanation: A request was made that can cause the image catalog to become inconsistent if satisfied

Recommended Action: Obtain detailed troubleshooting information by creating a debug log directory for `bpdbm`. Then, retry the operation, save the resulting debug log, and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 230

Message: the specified policy does not exist in the configuration database

Explanation: The specified policy name does not exist.

Recommended Action: Correct your parameters or options and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 231

Message: schedule windows overlap

Explanation: The specified start and the duration times for one day of the schedule overlap with another day of the schedule.

Recommended Action: Correct the schedule to eliminate the overlapping backup windows.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 232

Message: a protocol error has occurred

Explanation: This error is an intermediate status code that usually precedes another status code. It indicates the following: either the `bpdbm` process (on UNIX and Linux) or the NetBackup Database Manager service (on Windows) or the process that communicates with it has received unexpected information.

Recommended Action: Create a debug log directory for `bpdbm`. Then, retry the operation, save the debug log, and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 233

Message: premature eof encountered

Explanation: This status code is an intermediate one that usually precedes another status code and is associated with a problem in network communication.

Recommended Action: During a restore, this status code means that `tar` (on the client) received a stream of data that was not what it expected. If the restore is a new configuration, verify that the tape drive is configured for variable mode.

See the NetBackup Device Configuration Guide.

If the communication failure is not due to an interrupt on a client system, save all error information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 234

Message: communication interrupted

Explanation: This status code is an intermediate one that usually precedes another status code and is associated with a problem in network communication. Either a server or a client process received an interrupt signal.

Recommended Action: Save all of the error information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 235

Message: inadequate buffer space

Explanation: This code usually indicates a mismatch between server and client software versions.

Recommended Action: Do the following, as appropriate:

- Verify that all NetBackup software is at the same version level. Update earlier versions of NetBackup software.
  - On UNIX and Linux, NetBackup servers and clients, check the `/usr/openv/netbackup/bin/version` file.
  - On Windows NetBackup servers, check the *`install_path`*`\NetBackup\version.txt` file or the **About NetBackup** item on the **Help** menu.
  - On Microsoft Windows clients, check the **About NetBackup** item on the **Help** menu.
- If the problem persists, save all error information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 236

Message: the specified client does not exist in an active policy within the configuration database

Explanation: A client name was not specified or the specified client does not exist.

Recommended Action: Activate the required policy, correct the client name, or add the client to a policy that meets your needs. After you make the correction, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 237

Message: the specified schedule does not exist in an active policy in the configuration database

Explanation: The specified schedule does not exist in the NetBackup configuration.

Recommended Action: Activate the required policy, correct the schedule name, or create a schedule in a policy that meets your needs. After you make the correction, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 238

Message: the database contains conflicting or erroneous entries

Explanation: The catalog has an inconsistent or a corrupted entry.

Recommended Action: Obtain detailed troubleshooting information for `bpdbm` (on UNIX and Linux) or the NetBackup Database Manager service (on Windows) by creating a debug log directory for it. Then, retry the operation, save the resulting debug log, and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 239

Message: the specified client does not exist in the specified policy

Explanation: The specified client is not a member of the specified policy.

Recommended Action: Correct the client name specification, specify a different policy, or add the required client name to the policy. After you make the correction, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 240

Message: no schedules of the correct type exist in this policy

Explanation: The appropriate schedule was not found in the specified policy. For example, a user backup specified a policy name but no user backup schedule exists in that policy.

Recommended Action: Specify a different policy or create a schedule of the needed type in the policy. After you make the correction, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 241

Message: the specified schedule is the wrong type for this request

Explanation: The specified schedule for an immediate manual backup is not for a full nor an incremental backup. It must be one of these.

Recommended Action: Specify only full or incremental schedules for manual backups. If one does not exist in the policy, create one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 242

Message: operation would cause an illegal duplication

Explanation: 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.

Recommended Action: Check the error reports to determine the specific duplication that would occur. Correct the settings for the operation and retry it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 243

Message: the client is not in the configuration

Explanation: The specified client name was not in the catalog.

Recommended Action: Either correct the client name or add the client to the wanted policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 245

Message: the specified policy is not of the correct client type

Explanation: A user backup specified a policy that is not the type that is required for the client.

Recommended Action: Retry the operation by specifying a policy that is the correct type for the client. If such a policy does not exist, create one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 246

Message: no active policies in the configuration database are of the correct client type

Explanation: A user backup request was not satisfied because no active policies were the type that were required for the client.

Recommended Action: Create or activate an appropriate policy so the user backup request can be satisfied.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 247

Message: the specified policy is not active

Explanation: Backups for the specified policy are disabled because the policy is inactive.

Recommended Action: Activate the policy and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 248

Message: there are no active policies in the configuration database

Explanation: No active policy was found that would satisfy the request.

Recommended Action: Activate the appropriate policy and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 249

Message: the file list is incomplete

Explanation: While the server waited for the client to finish sending the file list, it timed out or a sequencing problem occurred.

Recommended Action: First, obtain additional information by creating debug logs. Then try to recreate the error. The debug logs to create are as follows:

- On the server, `bptm`, `bpbrm`, and `bpdbm`.
- On UNIX, Linux, and Windows clients, `bpbkar`.
- On other clients, `bpcd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 250

Message: the image was not created with TIR information

Explanation: This error is internal and should not appear to customers.

Recommended Action: Obtain detailed troubleshooting information by creating debug logs for `bptm` or `bpdbm` on the server. Then, retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 251

Message: the tir information is zero length

Explanation: For a true-image backup, the client sent no file information to the master server. NetBackup discovered this condition when it tried to write the TIR information to media.

Recommended Action: Check the policy file list and the exclude and include lists on the client to verify that the client has eligible files for backup. For example, this status code can appear if the exclude list on the client excludes all files.

To obtain detailed troubleshooting information, create debug logs for `bptm` or `bpdbm` on the server. Then, retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 252

Message: An extended error status has been encountered, check detailed status

Explanation: If a process was unable to report the extended error status as the final job status, the job exits with status 252. (The extended error status has a number greater than 255.)

Recommended Action: To determine the actual error, examine the job details display.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 253

Message: the catalog image .f file has been archived

Explanation: The catalog image `.f` file was archived.

Recommended Action: Refer to the catalog archiving help information to restore the archived catalog image `.f` files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 254

Message: server name not found in the NetBackup configuration

Explanation: This error should not occur through the normal use of NetBackup.

Recommended Action: Save all of the error information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 256

Message: logic error encountered

Explanation: An internal Vault error occurred.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 257

Message: failed to get job data

Explanation: This error can indicate either of the following:

- Vault failed to get job data because of a broken connection with the Job Manager (`nbjm`).
- Vault received empty job data. This error occurs if a user-specified job ID on the `vltrun -haltdups` command is out of range. (That is, the job ID is not among the job IDs created by Job Manager.)

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 258

Message: Vault duplication was aborted by administrator request

Explanation: The administrator initiated an abort request on the active vault duplication job.

Recommended Action: Ensure that the abort request was intentional.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 259

Message: vault configuration file not found

Explanation: This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 260

Message: failed to send signal

Explanation: vltrun failed to send a signal to the Vault duplication job.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 261

Message: vault internal error 261

Explanation: This error code should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 262

Message: vault internal error 262

Explanation: This error code should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 263

Message: session ID assignment failed

Explanation: The unique identifier to be assigned to the Vault session is corrupt.

Recommended Action: Verify that the session ID that is stored in the `session.last` file is valid.

UNIX and Linux:

```
/usr/openv/netbackup/vault/sessions/vault_name/session.last
```

Windows:

```
install_path\NetBackup\vault\sessions\vault_name\session.last
```

Make sure that the file system is not full and that no one has inadvertently edited the `session.last` file. To correct the problem, store the highest session ID that was assigned to a session for this Vault in the `session.last` file. If the problem persists, contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 265

Message: session ID file is empty or corrupt

Explanation: The session ID that is stored in the following file is corrupt.

UNIX and Linux:

```
/usr/openv/netbackup/vault/sessions/vault_name/session.l
    ast
```

Windows:

```
install_path\NetBackup\vault\sessions\vault_name\session
    .last
```

Recommended Action: Ensure that the session ID that is stored in the `session.last` file is not corrupt. Make sure that the file system is not full and that no one has inadvertently edited the file. To correct the problem, store the highest session ID that was assigned to a session for this Vault in the `session.last` file. If the problem persists, contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 266

Message: cannot find robot, vault, or profile in the vault configuration

Explanation: NetBackup cannot find the specified *profile_name* or triplet *robot_name*/*vault_name*/*profile_name* on the Vault command (`vltrun`, `vlteject`, `vltoffsitemedia`) or in `vltopmenu` in the Vault configuration.

Recommended Action: Rerun the command with the correct *profile_name* or triplet *robot_name*/*vault_name*/*profile_name*.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 267

Message: cannot find the local host name

Explanation: A Vault job obtains the local host name through an OS call. This error occurs when the Vault job is unable to get the local host name.

Recommended Action: Issue a hostname command at the OS command prompt. See the hostname (or gethostbyname) man page for an explanation of the conditions that would cause it to fail.

See the OS System Administrator's Guide for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 268

Message: the vault session directory is either missing or inaccessible

Explanation: This error occurs when a Vault job cannot access the following:

UNIX and Linux: `/usr/openv/netbackup/vault/sessions`

Windows: *`install_path`*`\NetBackup\vault\sessions`

This directory is created when Vault is installed.

Recommended Action: Make sure that you are running on the master server where Vault is installed and configured. Also ensure that no one accidentally removed the sessions directory or changed permission on the directory path so it is inaccessible to the Vault job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 269

Message: no vault session ID was found

Explanation: This error is encountered when `vltopmenu` cannot find a sid*xxx session id* directory for the specified profile. Either no Vault jobs were run for this profile or the corresponding sid*xxx session id* directory (or directories) were removed from the following directory:

UNIX and Linux: `/usr/openv/netbackup/vault/sessions/vault_name`

Windows: *`install_path`*`\NetBackup\vault\sessions\vault_name`

Recommended Action: Either specify a different profile for the Vault jobs that were run or exit `vltopmenu` and run a Vault job for the specific profile. Then rerun `vltopmenu` and select the profile.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 270

Message: unable to obtain process id, getpid failed

Explanation: This error occurs when a Vault process is unable to obtain its process ID by means of the getpid() OS system call.

Recommended Action: Look at the system log for any unusual system problems. Wait a while and then try running the process again when system resources are freed up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 271

Message: vault XML version mismatch

Explanation: The Vault upgrade process failed.

Recommended Action: Enable logging, start `nbvault`, and then examine the `nbvault` logs to determine the cause of the failure. If the upgrade process fails again, contact your customer support representative.

The following are the locations of the `nbvault` logs:

UNIX and Linux: `/usr/openv/netbackup/logs/nbvault/`

Windows: *`install_path`*`\NetBackup\logs\nbvault`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 272

Message: execution of a vault notify script failed

Explanation: This error occurs when the Vault process is unable to run a Vault notify script due to permissions problems or coding problems in the script. It also occurs if the script returns an error.

Recommended Action: Ensure that the notify script is executable and runs without errors. You must debug the script by running it manually to eliminate coding errors.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 273

Message: invalid job id

Explanation: This error can occur in either of the following situations:

- The specified job is not an active Vault job
- The specified active Vault job is not at the duplication step

Recommended Action: Specify the job ID of the active Vault job that is currently at the duplication step or operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 274

Message: no profile was specified

Explanation: This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 275

Message: a session is already running for this vault

Explanation: This error occurs when you start a session for a vault and another session is already running for this vault. Only one session is allowed for a vault at any given time.

Recommended Action: Start the Vault session after the previous session has completed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 276

Message: invalid session ID

Explanation: This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 277

Message: unable to print reports

Explanation: This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 278

Message: unable to collect pre eject information from the API

Explanation: This error occurs when robotic information cannot be retrieved before ejection.

Recommended Action: Ensure that all Media and Device Management daemons are running or the robot is live and up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 279

Message: eject process is complete

Explanation: This error occurs when the eject process is completed successfully.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 280

Message: there are no volumes to eject

Explanation: This error occurs when media to be ejected are not in the library.

Recommended Action: Ensure that the media to be ejected are not removed from the library manually.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 281

Message: vault core error

Explanation: An internal Vault error occurred.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 282

Message: cannot connect to nbvault server

Explanation: The vault job cannot connect to the NetBackup Vault Manager service (`nbvault` on UNIX and Linux, `nbvault.exe` on Windows).

Possible causes are the following:

- The Private Branch Exchange service (`VRTSpbx`) or NetBackup Request Manager (`bprd`) is down.

- The NetBackup Vault Manager service is down, possibly because of the following: the Vault is not licensed, the `vault.xml` configuration file is corrupt, or the `vault.xml` configuration file upgrade failed during an upgrade installation.

Recommended Action: To determine the reason for failure, examine the logs for the service or services that are down and the operating system logs (EventLog on Windows). Restart the service or services that are down after resolving the problem.

The following are the locations of the nbvault logs:

UNIX and Linux: `/usr/openv/netbackup/logs/nbvault/`

Windows: *`install_path`*`\NetBackup\logs\nbvault`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 283

Message: error(s) occurred during vault report generation

Explanation: Vault encountered errors during the report generation phase.

Recommended Action: Check logs for details of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 284

Message: error(s) occurred during vault report distribution

Explanation: Vault encountered errors during the report distribution phase. Potential reasons include the following:

- Reports were not emailed (possibly because of malformed email addresses in the `vault.xml` file).
- On Windows, the third-party mail client (such as blat) is not configured properly.
- The reports destination directory is not present or it does not have appropriate permissions.
- The printer is not set up correctly or the printer command in `vault.xml` is incorrect.

Recommended Action: Check logs for details of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 285

Message: unable to locate vault directory

Explanation: A Vault job or a command for a missing or a corrupt directory of the session in question returns this error.

Recommended Action: The `Vault` directory is created when the Vault package is installed on the master server. Ensure that the Vault job or command is started as root on the master server. Ensure that the `Vault` directory was not removed inadvertently or made inaccessible to the root user.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 286

Message: vault internal error

Explanation: This error should never occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 287

Message: vault eject failed

Explanation: This error occurs when Vault fails to eject any of the media that was identified for eject during a Vault Session. Potential reasons: Media and Device Management services are down, the robot is down, or no empty slots are available in the media access port (MAP).

Recommended Action: Ensure that the Media and Device Management services are running, the robot is up, and empty slots are available in the media access port (MAP).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 288

Message: vault eject partially succeeded

Explanation: This error occurs when not all of the media that was identified for eject during a Vault session can be ejected.

Potential reasons include the following:

- Some of the media is in use by NetBackup
- Some of the media are in a drive
- Not enough empty slots are available in the media access port (MAP)

Recommended Action: Ensure that the media are not loaded in a drive and in use by other processes. Ensure that empty slots are available in the media access port (MAP).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 289

Message: cannot consolidate reports of sessions from container and slot-based vaults

Explanation: This error occurs when you consolidate reports and at least one session uses slots and another uses containers.

Recommended Action: Change the report consolidation so that only reports for one type of vault operation are consolidated, either slots or containers.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 290

Message: one or more errors detected during eject processing

Explanation: This error occurs when more than one error is encountered during an eject procedure by `vltopmenu`. Any "eject" errors that range from 291 to 300 may have occurred in any of the sessions being ejected.

Recommended Action: For detailed information, review the Vault debug log in the following directory:

UNIX and Linux: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Also review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX and Linux: `/usr/openv/netbackup/vault/sessions/vault_name/sidxxx`

Windows: *`install_path`*`\NetBackup\vault\sessions\vault_name\sidxxx`

(where *xxx* is the session ID)

After the problem is identified and corrected, the media that were not ejected may need to be ejected manually by means of `vlteject` or `vltopmenu`.

This error often indicates that the media were left in the off-site Vault volume group but physically reside in the robot or the robotic MAP.

To solve this problem, do one of the following:

- Manually remove any media that are in the off-site Vault volume group but are still in the robotic library.
- Inventory the robotic library. An inventory puts any media that were in the off-site Vault volume group back into the robotic volume group. Then rerun the Vault sessions that failed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 291

Message: number of media has exceeded capacity of MAP; must perform manual eject using vltopmenu or `vlteject`

Explanation: This error occurs in the following situation: a Vault job is run for a profile that selected automatic eject mode and the number of media to be ejected exceeds the MAP capacity.

Recommended Action: Use `vltopmenu` to manually eject the media for the selected profile and session ID. The `vltopmenu` option lets you eject the selected media, a MAP-full (or less) at a time.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 292

Message: eject process failed to start

Explanation: This error occurs when the following cannot start the eject process: the Vault job, the `vlteject` command, or the use of the `vltopmenu`.

Recommended Action: For detailed information about the problem, review the Vault debug log in the following directory:

UNIX and Linux: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Also review the `summary.log` in each of the `sid`*`xxx`* directories that had problems:

UNIX and Linux: `/usr/openv/netbackup/vault/sessions/vault_name/sid`*`xxx`*

Windows:*`install_path`*`\NetBackup\vault\sessions\vault_name\sid`*`xxx`*

(where *xxx* is the session ID)

Use the robtest utility to ensure that you can communicate with the Vault robotic library. After the problem is resolved, rerun the Vault session, vlteject command, or vltopmenu command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 293

Message: eject process has been aborted

Explanation: This error occurs when the eject process is canceled. This error can be encountered during a Vault job or with the `vlteject` or the `vltopmenu` eject command.

This error can occur because of one of the following conditions:

- Could not open a pipe to `vmchange -verify_eject` call.
- Unexpected output from `vmchange -verify_eject` call.
- No MAP elements exist to eject media into.
- The robotic library had problems putting media into the MAP.
- The user pressed Return in interactive mode and did not first remove the media from the MAP. In this case, the media that were in the MAP are put back into their original slots in the robotic library.

Recommended Action: For detailed information about why the process was canceled, review the Vault debug log in the following directory:

UNIX and Linux: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Also review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX and Linux:

`/usr/openv/netbackup/vault/sessions/vault_name/sidxxx`

Windows:

`install_path``\NetBackup\vault\sessions\vault_name\sidxxx`

(where *xxx* is the session ID)

This error often indicates that the media were left in the off-site Vault volume group but physically reside in the robot or the robotic MAP.

To solve this problem, do one of the following:

- Manually remove any media that are in the off-site Vault volume group but are still in the robotic library.
- Inventory the robotic library. An inventory puts any media that were in the off-site Vault volume group back into the robotic volume group. Then, rerun the Vault sessions that failed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 294

Message: vault catalog backup failed

Explanation: During a Vault job, the catalog backup step failed.

Recommended Action: Review the Vault debug log in the following directory for detailed information about why the process failed:

UNIX and Linux: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

To find the actual problem that caused the catalog backup (`bpbackupdb`) to fail, review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX and Linux: `/usr/openv/netbackup/vault/sessions/vault_name/sidxxx`

Windows: *`install_path`*`\NetBackup\vault\sessions\vault_name\sidxxx`

(where *xxx* is the session ID)

Correct the problem and rerun the Vault job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 295

Message: eject process could not obtain information about the robot

Explanation: This error occurs when the eject process cannot collect information about the robotic library and its associated MAPs and volumes.

Recommended Action: For detailed information about why the process fails, review the Vault debug log in the following directory:

UNIX and Linux: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Also review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX and Linux: `/usr/openv/netbackup/vault/sessions/vault_name/sidxxx`

Windows: *`install_path`*`\NetBackup\vault\sessions\vault_name\sidxxx`

(where *xxx* is the session ID)

Correct the error and rerun the Vault session, `vlteject` command, or `vltopmenu` eject command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 296

Message: process called but nothing to do

Explanation: This error occurs in the following situations:

- `vlteject` is called with -eject but the system has no tapes to eject
- `vlteject` is called with -eject and the eject is already done
- `vlteject` is called with -report and the reports are already done
- `vlteject` is called with -eject and -report, and both the eject and the reports are done

Recommended Action: This error is an informative one and does not require any action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 297

Message: all volumes are not available to eject

Explanation: This error occurs when a try is made to eject a non-existent or bad media ID during the eject phase of the following: a Vault session, a `vlteject` command, or a `vltopmenu` command.

Possible reasons for this error are as follows:

- The bad media ID was added by means of the `vlt_ejectlist_notify` script.
- The bad media ID is already in the MAP or not in the robotic library.
- The bad media ID is in a robotic drive.
- The bad media ID is in transit in the robotic library.

Recommended Action: Remove or correct the defective media ID from the `vlt_ejectlist_notify` script and rerun the Vault session. If the bad media ID is in the MAP or a drive or in transit, something is misconfigured.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 298

Message: the library is not ready to eject volumes

Explanation: This error occurs if the robotic library is not in a state to support ejecting media.

Possible reasons for this error include the following:

- Currently, the library ejects media
- The library waits to eject media
- Currently, the library injects media
- The library waits to inject media

Recommended Action: Wait until the robotic library can support the eject action and rerun the Vault session, `vlteject` command, or `vltopmenu` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 299

Message: there is no available MAP for ejecting

Explanation: The robotic library you vault from does not have a MAP available for use and so media cannot be ejected.

Recommended Action: Wait until the robotic library's MAP is available for use and rerun the Vault session, `vlteject` command, or `vltopmenu` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 300

Message: vmchange eject verify not responding

Explanation: During the eject process, the `vmchange` command is called with a `-verify_eject` call until all of the volumes for the request are in the MAP. This

command call failed. Or it did not return the proper information to the Vault eject process.

Recommended Action: Do the following, as appropriate:

- Review the Vault debug log in the following directory for detailed information about why the process failed:

  UNIX: /usr/openv/netbackup/logs/vault
  Windows: *install_path*\NetBackup\logs\vault

- Also review the summary.log in each of the sidxxx directories that had problems:
  UNIX:/usr/openv/netbackup/vault/sessions/vault_name/sidxxx
  Windows:*install_path*\NetBackup\vault\sessions\vault_name\sidxxx
  (where *xxx* is the session ID)
  This error often indicates that the media were left in the off-site Vault volume group but physically reside in the robot or the robotic MAP. To solve this problem, do one of the following:
- Manually remove any media that are in the off-site Vault volume group but are still in the robot.
- Inventory the robot. An inventory puts any media that were in the off-site Vault volume group back into the robotic volume group. Then, rerun the Vault sessions that failed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 301

Message: vmchange api_eject command failed

Explanation: During the eject process, the vmchange command is called with an -api_eject call to begin the process to eject media. This command call failed.

Recommended Action: Review the Vault debug log in the following directory for detailed information about why the process failed:

UNIX: /usr/openv/netbackup/logs/vault

Windows: *install_path*\NetBackup\logs\vault

Also review the summary.log in each of the sidxxx directories that had problems:

UNIX: /usr/openv/netbackup/vault/sessions/vault_name/sidxxx

Windows: *install_path*\NetBackup\vault\sessions\vault_name\sidxxx

(where *xxx* is the session ID)

When the problem is resolved, rerun the Vault session, `vlteject` command, or `vltopmenu` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 302

Message: error encountered trying backup of catalog (multiple tape catalog backup)

Explanation: This error occurs when the NetBackup command that was used for stage one of the two-stage catalog backup fails.

Recommended Action: For the actual error that caused the failure, review the Vault debug log in the following directory:

UNIX: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX: `/usr/openv/netbackup/vault/sessions/vault_name/sidxxx`

Windows: *`install_path`*`\NetBackup\vault\sessions\vault_name\sidxxx`

(where *xxx* is the session ID)

In addition, review the admin debug log in the following directory:

```
UNIX: /usr/openv/netbackup/logs/admin
Windows: install_path\NetBackup\logs\admin
```

Correct the error and rerun the Vault session.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 303

Message: error encountered executing Media Manager command

Explanation: This error occurs when a Media and Device Management command fails during a Vault job.

Recommended Action: For the actual error that caused the command to fail, review the Vault debug log in the following directory:

UNIX: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Also review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX: `/usr/openv/netbackup/vault/sessions/vault_name/sidxxx`

Windows: *`install_path`*`\NetBackup\vault\sessions\vault_name\sidxxx`

(where *xxx* is the session ID)

Try running the command (with the same arguments as in the log file) to see the actual error. Ensure that the Media and Device Management daemons are running. Also ensure that the robot is functional and you can communicate with it (for example, inventory the robot through the GUI).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 304

Message: specified profile not found

Explanation: This error occurs when the profile name that is specified on the Vault command is not defined in the Vault configuration.

Recommended Action: Rerun the Vault command with a profile name that is defined in the Vault configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 305

Message: multiple profiles exist

Explanation: This error may occur when duplicate profile names are defined in multiple Vault configurations and only the profile name is specified on the Vault command.

Recommended Action: Rerun the Vault command with the triplet *robot_name*/*vault_name*/*profile_name*. The triplet uniquely identifies the profile in your Vault configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 306

Message: Vault duplication partially succeeded

Explanation: This error occurs when all of the selected images are not successfully duplicated.

Recommended Action: Check the Vault logs in the `vault` directory and the `bpduplicate` logs in the admin directory for the cause of the failure. These log directories are located at `/usr/openv/netbackup/logs` on UNIX and *`installed-dir`*`\NetBackup\logs\` on Windows.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 307

Message: eject process has already been run for the requested Vault session

Explanation: This error occurs when `vlteject` is run to eject media for a session ID for which media has already been ejected.

Recommended Action: Rerun `vlteject` for another session ID for which media has not been ejected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 308

Message: no images duplicated

Explanation: This error occurs when Vault failed to duplicate any images.

Recommended Action: For more information, review the Vault debug log in the following directory:

UNIX: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

Also review the `summary.log` in each of the `sidxxx` directories that had problems:

UNIX: `/usr/openv/netbackup/vault/sessions/<vault_name/>sidxxx`

Windows: *`install_path`*`\NetBackup\vault\sessions\`*`vault_name`*`\sidxxx`

(where *vault_name* is the name of the vault, and *xxx* is the session ID)

Look for the log entry that gives the total number of images processed. A common cause of failure is a lack of resources, such as no more media available in the specified pools for duplication. Correct the problem and rerun the Vault job. Note that the NetBackup scheduler retries a Vault job that terminates with this error. Review the admin debug log for duplicate entries and the `bptm` debug log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 309

Message: report requested without eject being run

Explanation: This error occurs when a report is run that requires media to have been ejected first.

Recommended Action: Perform one of these actions:

- Rerun `vlteject` or `vltopmenu` to eject the media for the session before you generate the reports.
- Reconfigure the profile to allow the eject step to be performed when the next Vault session for this profile runs.
- Disable the report generation in the profile for the reports that require media to be ejected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 310

Message: Updating of Media Manager database failed

Explanation: This error occurs when Vault physically ejects tapes but fails to update the EMM database to reflect the eject operation. A typical reason for this failure is that EMM detected a mismatch between the media type and its volume group.

Recommended Action: To find the root cause of the error, review the Vault debug logs in the following directory:

UNIX: `/usr/openv/netbackup/logs/vault`

Windows: *`install_path`*`\NetBackup\logs\vault`

To fix the issue may involve making configuration changes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 311

Message: Iron Mountain Report is already created for this session

Explanation: This error occurs when an Iron Mountain report has already been generated for the session.

Recommended Action: None. This report cannot be generated again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 312

Message: invalid container database entry

Explanation: NetBackup Vault found an invalid entry while it read the container database. Each container entry in the container database must follow the expected format. The container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: To get the line number of an invalid record in the container database, read the log file under the directory netbackup/logs/vault. Be aware that a Vault log may not exist unless the directory netbackup/logs/vault existed before the error occurred. Open the container database file cntrDB and correct that invalid entry. Note that this error occurs every time Vault reads this entry in cntrDB until either this invalid entry is deleted or it is corrected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 313

Message: container does not exist in container database

Explanation: The specified container does not have an entry in the container database. The container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: Verify that you put some media into this container by using the vltcontainers command. Verify that you did not delete it by using the vltcontainers -delete command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 314

Message: container database truncate operation failed

Explanation: An error occurs while truncating the container database. This error may occur during the modification or deletion of an entry from the container database. The container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: See the log file under the directory netbackup/logs/vault for more details. Be aware that a log file is not created unless the netbackup/logs/vault directory has already been created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 315

Message: failed appending to container database

Explanation: This error can occur while appending a container record to the container database. This error may occur with the addition, modification, or deletion of an entry from the container database. The container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: Read the relevant log file under the directory *install_path*/netbackup/logs/vault for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 316

Message: container_id is not unique in container database

Explanation: NetBackup Vault has found a previously-existing entry for this container ID in the container database while adding it to the container database. Each container record in the container database must have a unique container ID. Note that the container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: Verify that you have specified the correct container ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 317

Message: container database close operation failed

Explanation: This error occurs while closing the container database. This error may occur during the reading, addition, modification, or deletion of an entry from the container database. Note that the container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: Read the relevant log file under the directory netbackup/logs/vault for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 318

Message: container database lock operation failed

Explanation: This error occurs while locking the container database. This error may occur during the addition, modification, or deletion of an entry from the container database. Note that the container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: Read the relevant log file under the directory netbackup/logs/vault for more details. Be aware that if this directory does not already exist, a log file not created.

If some other Vault operation uses the container database and locks it, wait until that operation completes and the container database is unlocked.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 319

Message: container database open operation failed

Explanation: This error occurs while opening the container database. This error may occur during the reading, addition, modification, or deletion of an entry from the container database. Note that the container database exists in file cntrDB, which is located at *install_path*/netbackup/vault/sessions/cntrDB.

Recommended Action: Read the relevant log file under the directory netbackup/logs/vault for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 320

Message: the specified container is not empty

Explanation: This error occurs if you try to delete a container from the container database, but the container still holds media. You can only delete empty containers.

Recommended Action: Verify that you have specified the correct container ID.

If you still want to delete this container from the container database, first empty it by doing either of the following:

- Inject all of the media that it contains into a robot.
- Clear the Vault container ID fields for these media from the EMM database by using `vmchange -vlt cid` with a value of `-`.

Try to delete the container again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 321

Message: container cannot hold any media from the specified robot

Explanation: This error occurs while trying to place media from an unexpected EMM database host into a container. All the media that are placed in a container should belong to the same EMM database host. For example, you have media from a robot that belongs to one EMM database host. Then you try to put this media into a container that already holds media from the robots that belong to a different EMM database host.

Recommended Action: Verify that you specified the correct container ID and media IDs. Read the relevant log file under the directory *install_path*`/netbackup/logs/vault` for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 322

Message: cannot find vault in vault configuration file

Explanation: NetBackup Vault cannot find an entry for the specified Vault name into the Vault configuration file. Note that the Vault configuration file is located at *install_path*`/netbackup/db/vault/vault.xml`.

Recommended Action: Verify that you specified the correct Vault name. Read the relevant log file under the directory `netbackup/logs/vault` for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 323

Message: cannot find robot in vault configuration file

Explanation: NetBackup Vault cannot find an entry for the specified robot number in the Vault configuration file. Note that the Vault configuration file is located at *install_path*/netbackup/db/vault/vault.xml.

Recommended Action: Verify that you specified the correct robot number. Read the relevant log file under the directory netbackup/logs/vault for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 324

Message: invalid data found in retention map file for duplication

Explanation: This error occurs when the retention mapping file (either generic or for a specific vault) contains invalid data. If the file contains too much or too little data or the user defines invalid retention levels in the file, this error occurs.

The retention mapping file is used as follows: in a Vault session when a Vault profile duplication is configured with the Use mappings retention level configured for one of the copies for duplication. The product installs a mapping file template named retention_mappings in *install_path*/netbackup/db/vault.

To specify a mappings file for any single vault, copy the retention_mappings template to another file and append the name of the vault. For example, netbackup/db/vault/retention_mappings.V1

Recommended Action: Check the entries in the retention_mappings file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 325

Message: unable to find policy/schedule for image using retention mapping

Explanation: This error occurs with duplication of the backup policy or the schedule of an image by Vault. The Use mappings option on the Duplication tab of the Profile dialog box is selected, but the policy or the schedule no longer exists.

Recommended Action: Verify whether or not the backup policy or the schedule that created the image still exists. If either one or both do not exist, the image is not duplicated through the Vault profile.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 326

Message: specified file contains no valid entry

Explanation: The specified file contains no valid entries for media IDs or the alphanumeric equivalent of barcodes. As per the expected format, each line should contain only one string that represents either a media ID or the barcode numeric equivalent.

Recommended Action: Verify that each entry in the specified file does not exceed the string size limit: six characters for media IDs and 16 characters for the numeric equivalent of barcodes. Correct the invalid entries in the specified file and try the same operation again. Read the relevant log file under the directory *install_path*`/netbackup/logs/vault` for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 327

Message: no media ejected for the specified vault session

Explanation: This error occurs while moving media ejected by the specified Vault session to a container. Either the specified Vault session has not ejected any media, or you specified an incorrect Vault name or session ID.

Recommended Action: Verify that you have specified the correct combination of Vault name and session ID. Verify that the specified Vault session has ejected at least one piece of media. Read the relevant log file under the directory `netbackup/logs/vault` for more details. Be aware that if this directory does not already exist, a log file is not created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 328

Message: invalid container ID

Explanation: This error occurs while adding a container record to the container database. The container ID is found invalid. Note that the container database exists in the `cntrDB` file that is located at *install_path*`/netbackup/vault/sessions/cntrDB`.

Recommended Action: Verify that the container ID does not contain any space characters, and that the string size is a maximum of 29 characters long.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 329

Message: invalid recall status

Explanation: This error occurs while adding a container record to the container database. The container recall status is found invalid. Note that the container database exists in the `cntrDB` file that is located at *`install_path`*`/netbackup/vault/sessions/cntrDB`.

Recommended Action: Verify that the recall status is either 1 or 0.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 330

Message: invalid database host

Explanation: This error occurs while adding a container record to the container database. The EMM database host name is found invalid. Note that the container database exists in the `cntrDB` file that is located at *`install_path`*`/netbackup/vault/sessions/cntrDB`.

Recommended Action: Verify that the EMM database host name does not contain any space characters, and that the string size is a maximum of 256 characters long.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 331

Message: invalid container description

Explanation: This error occurs while adding a container record to the container database. The container description is found invalid. Note that the container database exists in the `cntrDB` file that is located at *`install_path`*`/netbackup/vault/sessions/cntrDB`.

Recommended Action: Verify that the string size of the container description is a maximum of 25 characters long.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 332

Message: error getting information from EMM database

Explanation: This error can occur while the backup process communicates with the EMM database to retrieve some information.

Recommended Action: Do the following, as appropriate:

- On UNIX, verify that the NetBackup Volume Manager daemon (vmd) is running. On Windows, verify that the NetBackup Volume Manager service is running.
- See the process-specific error log directory for more details.
  UNIX: `/usr/openv/netbackup/logs/process_name`
  Windows: *`install_path`*`\NetBackup\logs\process_name`
  For example, if you get this error while running a Vault command (such as `vltcontainers` or `vltopmenu`), look at the following logs to learn why:
  `/usr/openv/netbackup/logs/vault`

  Note: The log file cannot be created unless the appropriate log directory (for example, `/usr/openv/netbackup/logs/vault`) is already created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 333

Message: error getting information from media manager command line

Explanation: This error occurs when Vault cannot retrieve robot information such as map information, volume information, library status, and so on. It is an internal error.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 334

Message: unable to receive response from robot; robot not ready.

Explanation: This error occurs when a problem exists with the robot.

Recommended Action: Ensure that all Media and Device Management daemons are running or the robot is live and up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 335

Message: failure occurred while suspending media for eject

Explanation: This error occurs when Vault cannot suspend the media. It is an internal error.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 336

Message: failure occurred while updating session information

Explanation: Vault cannot update the session files. It is an internal error.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 337

Message: failure occurred while updating the eject.mstr file

Explanation: Vault cannot update the eject list file. It is an internal error.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 338

Message: vault eject timed out

Explanation: This error occurs when a problem exists with the robot.

Recommended Action: Do the following, as appropriate:

- Remove the media from the MAP if it is already full.
- Make sure that the MAP is closed properly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 339

Message: vault configuration file format error

Explanation: The Vault configuration file is malformed. Unless the file has been manually modified, this error is internal. Note that the Vault configuration file is located at *install_path*/netbackup/db/vault/vault.xml.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 340

Message: vault configuration tag not found

Explanation: An optional attribute may not appear in the Vault configuration file. This internal error generally does not cause problems in Vault's operation. Note that the Vault configuration file is located at *install_path*/netbackup/db/vault/vault.xml.

Recommended Action: If the Vault's operation is affected, contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 341

Message: vault configuration serialization failed

Explanation: Vault failed to write out the Vault configuration file. It is an internal error. Note that the Vault configuration file is located at *install_path*/netbackup/db/vault/vault.xml.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 342

Message: cannot modify - stale view

Explanation: This error can occur if an administration interface (**NetBackup Administration Console** or **Vault Administration** menu user interface) tries to modify the following:

- A robot or vault or profile in between the read

- Operations of the same robot or vault
- Profile by another instance of an administration interface

Recommended Action: Check the latest attributes of the robot or vault or profile. To check, refresh the view in the **NetBackup Administration Console** or retrieve the attributes in the **Vault Administration** menu user interface again. Then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 343

Message: robot already exists

Explanation: This error can occur during addition of a robot while a robot with the same name already exists.

Recommended Action: Refresh the view in the **NetBackup Administration Console** or retrieve the attributes in the **Vault Administration** menu user interface again to see the robot.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 344

Message: vault already exists

Explanation: This error can occur during addition of a vault if a vault with the same name already exists in the same robot.

Recommended Action: Choose a different name for the vault.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 345

Message: profile already exists

Explanation: This error can occur during addition of a profile if a profile with the same name already exists within the same vault.

Recommended Action: Choose a different name for the profile.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 346

Message: duplicate MAP

Explanation: A duplicate MAP was added in the Vault configuration file. It is an internal error.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 347

Message: vault configuration cache not initialized

Explanation: This error should never occur.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 348

Message: specified report does not exist

Explanation: An invalid Vault report was requested for generation. It is an internal error.

Recommended Action: Contact customer support and send the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 349

Message: incorrect catalog backup policy

Explanation: This error can occur when a Vault session tries to run a catalog backup. The specified policy for the catalog backup in the Vault profile is either blank or is not of type NBU-Catalog.

Recommended Action: Verify that you specified a catalog backup policy for the catalog backup in the Vault profile and that the policy is of type NBU-Catalog.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 350

Message: incorrect vault catalog backup schedule

Explanation: This error can occur when a Vault session tries to run a catalog backup. The specified Vault catalog backup schedule for catalog backup in the Vault profile is either blank or is not of type Vault Catalog Backup.

Recommended Action: Verify that you specified a Vault Catalog Backup schedule for the catalog backup in the Vault profile. Also verify that the schedule is of type Vault Catalog Backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 351

Message: all configured vault steps failed

Explanation: This error occurs when multiple Vault steps are configured for a session and all of them fail.

Recommended Action: For duplication and catalog backup steps, use the Activity Monitor to check the status of the respective jobs that Vault started. For Eject step status, check the **Detailed Status** tab of the **Job Details** dialog box for the Vault job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 400

Message: Server Group Type is Invalid

Explanation: The creation of a server group fails because the server group type is invalid.

Recommended Action: Do the following, as appropriate:

- Select a valid server group type: MediaSharing, or AltServerRestore.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the logs for `nbemm` (originator ID 111) which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 401

Message: Server Group Already Exists

Explanation: The attempt to create a server group failed. The server group already exists.

Recommended Action: Do the following, as appropriate:

- Verify that the specified server group name is not in use.
- Create the server group by specifying a name that is not currently in use.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator ID 111), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 402

Message: Server Group Already Exists with a different type

Explanation: The attempt to create a server group failed. The server group name is already in use by a server group with a different group type.

Recommended Action: Do the following, as appropriate:

- Verify that the specified server group name is not in use.
- Try to create the server group by specifying a name that is not currently in use.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator ID 111), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 403

Message: Server Group Active State is not valid

Explanation: The attempt to create a server group failed. The server group state was invalid.

Recommended Action: Do the following, as appropriate:

- Valid server group states are: ACTIVE and INACTIVE

- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator ID 111), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 404

Message: Server Group does not exist

Explanation: An operation was tried by using a server group that does not exist.

Recommended Action: Do the following, as appropriate:

- Verify that the specified media is correct.
- Verify the media ownership.
- Verify that the server group exists.
- Verify that the server where the operation is performed is a member of the owning server group. If not, try the operation from a server that is a member of the server group.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator IDs 111 and 143), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 405

Message: Member’s server type not compatible with Server Group

Explanation: The attempt to add or update a server group failed. A member’s server type was not valid for the specified server group type.

Recommended Action: Do the following, as appropriate:

- The Media Sharing server group can contain the following types of servers: Master, Media, NDMP, and cluster.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator IDs 111 and 143), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 406

Message: The computer specified is not a member of the server group specified

Explanation: A server that is not a member of the server group that owns the media performed an operation on a media.

Recommended Action: Do the following, as appropriate:

- Verify that the specified media is correct.
- Verify the media ownership.
- Verify that the server where the operation is performed is a member of the owning server group. If not, try the operation from a server that is a member of the server group.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator IDs 111 and 143), which use unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 407

Message: Member's NetBackup version not compatible with Server Group

Explanation: The attempt to add or update a server group failed. One of the server group member's NetBackup version is not valid for the specified server group type.

Recommended Action: Do the following, as appropriate:

- Ensure that each member server has a valid NetBackup version for the specified server group type.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for `nbemm` (originator IDs 111 and 143), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 408

Message: Server Group is in use

Explanation: The attempt to delete a server group that failed because the server group owns one or more media.

Recommended Action: Do the following, as appropriate:

- Ensure that the server group is not the owner of any media by running `bpmedialist -owner group_name` from the master server.
- For detailed troubleshooting information, create the admin debug log directory and retry the operation. Check the resulting debug logs. Additional debug information can be found in the log for nbemm (originator IDs 111 and 143), which uses unified logging.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 409

Message: Member already exists in server group

Explanation: The attempt to add or update a server group failed because one of the server group members is the same as the one being added.

Recommended Action: Do the following, as appropriate:

- Ensure that the server group member that you add does not already exist in the group.
- Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 410

Message: A backup host pool with this name already exists.

Explanation: A backup host pool with the same name already exists.

Recommended Action: Use a unique name for the backup host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 411

Message: The backup host pool group state is not active.

Explanation: When you create a backup host pool, the group state must be active.

Recommended Action: While creating a backup host pool, provide `-grpstate ACTIVE` as the parameter value.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 412

Message: The backup host pool does not exist.

Explanation: The provided backup host pool name does not exist.

Recommended Action: Use the `nbsvrgrp -list` command to check if the backup host pool exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 413

Message: The host entry in the backup host pool already exists.

Explanation: The host entry in the backup host pool already exists.

Recommended Action: The specified host is already a part of the backup host pool. No user action is required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 501

Message: You are not authorized to use this application.

Explanation: The user is not authorized to use one of the NetBackup Java Administration utilities on the host that is specified in the login dialog box.

Recommended Action: Check the `auth.conf` file on the host that is specified in the NetBackup Java login dialog box for the proper authorization. If the `auth.conf` file does not exist, it must be created with the proper entry for this user name. More details on the `auth.conf` file are available.

See NetBackup Administrator's Guide, Volume I.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 502

Message: No authorization entry exists in the auth.conf file for user name *username*. None of the NetBackup Java applications are available to you.

Explanation: The user name is not authorized to use any NetBackup Java applications on the host that is specified in the logon dialog box.

Recommended Action: Check the `auth.conf` file on the computer (host name) specified in the NetBackup Java logon dialog box for the proper authorization. If the file does not exist, create it with the proper entry for this user name. More details on the `auth.conf` file are available.

See NetBackup Administrator's Guide, Volume I.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 503

Message: Invalid user name.

Explanation: For UNIX host logon, the NetBackup Java application server on the host where the logon is requested does not recognize the user name.

For Windows host logon, the NetBackup Java authentication service on the host where the logon is requested does not have sufficient privileges to grant the request.

Recommended Action: Do the following, as appropriate:

- For UNIX hosts: the user name must be a valid user name in the `passwd` file on the host that is specified in the logon dialog box.
- For Windows hosts: refer to the LogonUser function in the section titled Client/Server Access Control Functions of the *Windows Platform Software Developer's Kit* to determine the required privileges.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 504

Message: Incorrect password.

Explanation: For logon to a UNIX host, the user name is recognized on the host where the logon is requested, but the supplied password is incorrect.

For logon to a Windows host, the attempt to log in the user failed. The failure can be due to an unrecognized user in the specified domain.

Recommended Action: Do the following, as appropriate:

- Enter the correct password.
- On Windows hosts: The exact error can be found in the `bpjava-msvc` log file.

For more details, refer to the LogonUser function in the section Client/Server Access Control Functions of the *Windows Platform Software Developer's Kit*.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 505

Message: Cannot connect to the NetBackup Java authentication service on *host* on the configured port - (*port_number*). Check the log file for more details.

Explanation: The initial connection from the NetBackup Java interface to its authentication service on (*host*) was on the configured_port_number that was mentioned in the error message. Either the port is in use by another application or the NetBackup Java interface and its application server are not configured with the same port. The default port is 13722. The **NetBackup Administration Console** log file should contain more detail about this error.

Recommended Action: Do the following, as appropriate:

- On UNIX, compare the `bpjava-msvc` entry in the `/etc/services` file with the BPJAVA_PORT entry in the `/usr/openv/java/nbj.conf` file
  On Windows, compare the `bpjava-msvc` entry in the `%systemroot%\system32\drivers\etc\services` file with the *`install_path`*`\java\setconf.bat` file (Windows). The entries must match.
- Ensure that no other application uses the port that is configured for the NetBackup Java interface.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 506

Message: Cannot connect to the NetBackup Java user service on *host* on port *port_number*. If successfully logged in before, retry your last operation. Check the log file for more details.

Explanation: After the NetBackup Java authentication service validates the user name, a NetBackup Java user service is used for all other service requests from the NetBackup Java interface. Communication was tried between the NetBackup Java interface and the user service on host (*host*) on the port number that was specified in the error message. More information about various port configuration options is available.

See NetBackup Administrator's Guide, Volume I.

The **NetBackup Administration Console** log file should contain more detail about this error.

- On UNIX: the port configuration options are specified in the `/usr/openv/netbackup/bp.conf` file or through the **NetBackup Administration ConsoleHost Properties**.
- On Windows: from the **NetBackup Administration Console**, select **Host Properties**. Select **Properties** on the **Actions** menu. The **Port Ranges** tab contains the port options.

Recommended Action: Do the following, as appropriate:

- Restart the NetBackup Java interface and log in again.
- If the problem persists, enable detailed debug logging.
- Restart the NetBackup Java interface and examine the logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 507

Message: Socket connection to the NetBackup Java user service has been broken. Retry your last operation. Check the log file for more details.

Explanation: The connection was broken to the NetBackup Java application server that is running on the NetBackup host (where you are logged in). The **NetBackup Administration Console** log file should contain more detail about this error.

Recommended Action: Do the following, as appropriate:

- Retry the last operation.
- If the problem persists, restart the NetBackup Java interface and try again.
- If the problem still persists, set the debug logging for media manager to a higher level.
- Restart the NetBackup Java interface and examine the logs.

Note: You may have network or system problems unrelated to NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 508

Message: Cannot write file.

Explanation: This cause of this error is one of the following:

- The NetBackup Java user service tries to write to a file that does not have write permissions. The solution is to enable write privileges.
- The NetBackup Java user service tries to write to a temporary file whose unique name cannot be constructed. This condition is unlikely, but can result from an exhaustion of system resources (from the filling of the name space).

Recommended Action: Retrieve the specific details from the user service log files.

Set the debug logging for media manager to a higher level.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 509

Message: Cannot execute program.

Explanation: The NetBackup Java authentication or user service reported an error that relates to the creation (or demise) of a child job process. The NetBackup Java service programs create separate jobs to accomplish specific tasks, as follows. The NetBackup Java authentication service creates the NetBackup Java user service. When it is created and connected to, the NetBackup Java user service creates all other child processes on behalf of requests from the NetBackup Java interface.

The cause of status code 509 can be found in the appropriate log file, either for `bpjava-msvc`, `bpjava-susvc`, or `bpjava-usvc`.

The cause can be categorized as one of the following:

- A job (started by either the NetBackup Java authentication service or user service) no longer exists and did not report its result status.
- The NetBackup Java service cannot monitor a job (started by either the NetBackup Java authentication service or user service). The reason it cannot monitor is probably due to a lack of system resources (insufficient memory).
- The maximum number of non-transient Activity Monitor jobs (>100) has already been started.

Recommended Action: Do the following, as appropriate:

- If the problem persists, restart the NetBackup Java interface and try again.
- If the problem still persists, enable detailed debug logging as explained in the following topic:

See "Setting debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Restart the NetBackup Java interface and examine the logs.

The error is probably the result of a system resource issue. When detailed debug logging is enabled, you can retrieve the details from the `bpjava-msvc`, `bpjava-susvc`, or `bpjava-usvc` log files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 510

Message: File already exists: *file_name*

Explanation: The NetBackup Java user service try to create a file that already exists.

Recommended Action: Remove the file, which can be identified in the user service log files.

See "Troubleshooting error messages in the NetBackup Administration Console" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 511

Message: NetBackup Java application server interface error.

Explanation: In some instances, this message concludes with

```
Check the log file for more details.
```

This generic error for all non-socket IO/connection-broken related errors (status code 507) can occur when data is processed from the NetBackup Java authentication or user services. The Java exception provides some additional detail about the error.

This error usually results from system or network problems.

Recommended Action: Do the following, as appropriate:

- If the problem persists, restart the NetBackup Java interface and try again.
- If the problem still persists, enable detailed debug logging as explained in the following topic:

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Restart the NetBackup Java interface and examine the logs.

The error is probably the result of a system resource issue. When detailed debug logging is enabled, the details can be retrieved from the `bpjava-msvc`, `bpjava-susvc`, or `bpjava-usvc` log files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 512

Message: Internal error - a bad status packet was returned by NetBackup Java application server that did not contain an exit status code.

Explanation: The NetBackup Java authentication or user service returned a data packet that indicated an error, but no status code or error message was contained within it.

Recommended Action: Do the following, as appropriate:

- If the problem persists, restart the NetBackup Java interface and try again.
- If the problem still persists, enable detailed debug logging as explained in the following topic:
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Restart the NetBackup Java interface and examine the logs.

The error is probably the result of a system resource issue. When detailed debug logging is enabled, the details can be retrieved from the `bpjava-msvc`, `bpjava-susvc`, or `bpjava-usvc` log files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 513

Message: bpjava-msvc: the client is not compatible with this server version (*server_version*).

Explanation: The NetBackup Java application server (on the remote host you log in to) is not the same version as the NetBackup Java interface on your local host. The two are therefore incompatible.

Recommended Action: Do the following, as appropriate:

- Log in to a different NetBackup remote host.
- Upgrade the NetBackup software on either of the following: the computer that is specified in the logon dialog box or the local host where you started the NetBackup Java interface.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 514

Message: NetBackup Java: bpjava-msvc is not compatible with this application version (*application_version*). You may try logon to a different NetBackup host or exit the application. The remote NetBackup host has to be configured with the same version of NetBackup as the host you started the application on.

Explanation: In some instances, this message concludes with

```
Check the log file for more details.
```

The NetBackup Java application server (on the remote host you log in to) is not the same version as the NetBackup Java interface on your local host. The two are therefore incompatible.

Recommended Action: Do the following, as appropriate:

- Log in to a different NetBackup remote host.
- Upgrade the NetBackup software on either of the following: the specified computer in the logon dialog box or the local host where you started the NetBackup Java interface.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 516

Message: Could not recognize or initialize the requested locale - (*locale_NetBackup Java_was_started_in*).

Explanation: This status concerns the UNIX locale configuration (or Windows regional settings) defined on the host that was specified in the NetBackup Java logon dialog box. At logon, the locale configuration is passed to the NetBackup Java authentication service. Status 516 is generated if the locale is not recognized or if the locale of the user service cannot be initialized.

The rules in the following files determine how a valid locale is recognized: `/usr/openv/msg/.conf` on UNIX and *`install_path`*`\msg\lc.conf` on Windows.

When the locale is validated, initialization of the locale in the user service's environment is tried (by means of `setlocale`).

Recommended Action: On the specified host in the NetBackup Java logon dialog box, check the configuration file to ensure that a mapping is available for the indicated locale.

For information on locale configuration and mapping, refer to the NetBackup Administrator's Guide, Volume II.

If there is a mapping, try to set the mapped locale on the host that was specified in the NetBackup Java logon dialog box. This system may not be configured properly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 517

Message: Cannot connect to the NetBackup Java user service by VNETD on *host* on port *configured_port_number*. If successfully logged on beforehand, retry your last operation. Check the log file for more details.

Explanation: After the NetBackup Java authentication service validates the user name on the logon dialog box for access, all Administration console service requests use an NetBackup Java user service. Communication between the Administration console and user service is tried to host (host) on the specified port number in the error message by using VNETD. (The NetBackup Java configuration option NBJAVA_CONNECT_OPTION is set to 1.) The NetBackup Administration Console log file should contain more detail about this error.

Recommended Action: Do the following, as appropriate:

- On UNIX: Compare the VNETD entry in the `/etc/services` file with the VNETD_PORT entry in `/usr/openv/java/nbj.conf`
  On Windows: Compare the VNETD entry with the VNETD_PORT entry in the *`install_path`*`\java\setconf.bat` file.
  These entries must match.
- Ensure that no other application uses the port that is configured for VNETD.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 518

Message: No ports available in range (*port_number*) through (*port_number*) per the NBJAVA_CLIENT_PORT_WINDOW configuration option.

Explanation: All the ports in the specified range are in use. Too many users (concurrent) of the NetBackup Java interface or too few configured ports can cause this error.

Recommended Action: Do the following, as appropriate:

- Restart the NetBackup Java interface and try again.
- If the problem persists, increase the range of ports by changing the NBJAVA_CLIENT_PORT_WINDOW option in the `/usr/openv/java/nbj.conf` file (UNIX) or the *`install_path`*`\java\setconf.bat` file (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 519

Message: Invalid NBJAVA_CLIENT_PORT_WINDOW configuration option value: (*option_value*).

Explanation: The value for the NetBackup Java configuration option NBJAVA_CLIENT_PORT_WINDOW is invalid.

Recommended Action: Correct the value in file `/usr/openv/java/nbj.conf` (UNIX) or *`install_path`*`\java\setconf.bat` file (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 520

Message: Invalid value for NetBackup Java configuration option (*option_name*): (*option_value*).

Explanation: The specified NetBackup Java configuration option has an invalid value.

Recommended Action: Correct the value in file `/usr/openv/java/nbj.conf` (UNIX) or *`install_path`*`\java\setconf.bat` file (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 521

Message: NetBackup Java Configuration file (*file_name*) does not exist.

Explanation: The configuration file for the NetBackup Java interface was not found.

Recommended Action: Make sure that the configuration file the NetBackup Java interface exists and is properly formatted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 522

Message: NetBackup Java Configuration file (*file_name*) is not readable due to the following error: (*message*).

Explanation: The specified NetBackup Java configuration file exists but is not readable.

Recommended Action: Correct the file as specified in the message.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 523

Message: NetBackup Java application server protocol error.

Explanation: In some instances, this message concludes with the following:

```
Check the log file for more details.
```

The NetBackup Java interface received an incorrectly formatted protocol sequence from its application server.

Recommended Action: Do the following, as appropriate:

- If the problem persists, restart the NetBackup Java interface and try again.
- If the problem still persists, enable detailed debug logging as explained in the following topic:
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Restart the NetBackup Java interface and examine the logs.

Note: The error is probably the result of a system resource issue. When detailed debug logging ID is enabled, the details can be retrieved from the `bpjava-msvc`, `bpjava-susvc`, or `bpjava-usvc` log files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 525

Message: Cannot connect to the NetBackup Java authentication service by VNETD on (*host*) on port (*vnetd_configured_port_number*). Check the log file for more details.

Explanation: The NetBackup Java authentication service authenticates the user name that is provided in the logon dialog box. Communication between the NetBackup Administration Console and the authentication service is tried to host *host* on the configured VNETD port number that error message specifies. The NetBackup Administration Console log file should contain more detail about this error.

Recommended Action: Do the following, as appropriate:

- On UNIX: Compare the VNETD entry in the `/etc/services` file with the VNETD_PORT entry in `/usr/openv/java/nbj.conf`
  On Windows: Compare the VNETD entry with the VNETD_PORT entry in the *`install_path`*`\java\setconf.bat` file.
  These entries must match.
- Ensure that no other application uses the port that is configured for VNETD.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 526

Message: bpjava authentication service connection failed

Explanation: Cannot connect to the bpjava authentication service by NetBackup PBX at port 1556 (default).

Recommended Action: Do the following, as appropriate:

- If the target server is running an invalid version of NetBackup, the Java GUI attempts a further connection by the VNETD port 13724. No action is required.
- Check that the PBX service or daemon has been started on the server and that NetBackup services are running.
- Check if the Java GUI properties (`java/nbj.conf`) have been set up to connect to a PBX port other than 1556.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 527

Message: bpjava user service connection if connection to pbx on port 1556 fails

Explanation: Unable to connect to the bpjava user service using NetBackup PBX at port 1556 (default).

Recommended Action: Do the following, as appropriate:

- Check that the PBX service or daemon has been started on the server and that NetBackup services are running.
- If the target server is running an invalid version of NetBackup, the Java GUI attempts a further connection by the VNETD port 13724. No action is required.
- Check if the Java GUI properties (`java/nbj.conf`) have been modified to attempt a PBX port other than 1556.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 537

Message: Connection to the NetBackup database was not successful. Ensure that the database service is running.

Explanation: The NetBackup database service should be running while the Account Lockout option is enabled.

Recommended Action: Start the NetBackup database service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 538

Message: unable to login

Explanation: Verification of the X.509 certificate failed while connecting to the bpjava user on the host. This error can be caused by a clock skew between the NetBackup host and this computer. This issue occurs when the difference in time between the host from where you invoke the Remote Administration Console and the master server is greater than 24 hours.

Recommended Action: Synchronize the time on both hosts or decrease the difference in time to less than 24 hours.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 552

Message: The Certificate Revocation List (CRL) could not be downloaded and, therefore, the certificate revocation status could not be verified. For more information, see the NetBackup logs.

Explanation: The Certificate Revocation List (CRL) could not be downloaded. The possible causes include the following:

- The `certmapinfo.json` file is missing.
- The `certmapinfo.json` file does not contain the CRL path.
- The CRL file is missing.
- The CRL file is corrupted.
- The CRL file could not be locked.
- The CRL file could not be unlocked.

Recommended Action: For more information, see the `bpjava` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 555

Message: Unable to logon.

Explanation: A user made an attempt to sign in with a smart card or with SAML single single-on authentication. However, NBAC is enabled on the host and is not supported for these authentication types.

Recommended Action: Use another authentication mechanism. For example, authenticate with either a user name and password or with the Windows Active Directory logon credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 600

Message: an exception condition occurred

Explanation: The synthetic backup job encountered an exception condition.

Recommended Action: Contact customer support and send the appropriate debug logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 601

Message: unable to open listen socket

Explanation: The `bpsynth` process cannot open a socket to listen for incoming connections from the `bptm` or the `bpdm` processes that were started for the following: for reading backup images or for writing the synthetic image on the media servers.

Recommended Action: Check the OS error that was reported in the error message, which `bpsynth` logged in the NetBackup error log. This error helps to diagnose the problem. Ensure that the `bpsynth` binary matches the installed NetBackup version. Retry the synthetic backup job. If the problem persists, contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 602

Message: cannot set non-blocking mode on the listen socket

Explanation: The `bpsynth` process is unable to set the non-blocking socket option on the listen socket.

Recommended Action: Check the OS error that was reported in the error message, which was logged in the NetBackup error log. The error helps to diagnose the problem. Ensure that the `bpsynth` binary matches the installed NetBackup version. If the condition persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 603

Message: cannot register handler for accepting new connections

Explanation: The `bpsynth` process cannot register the listen socket with the ACE reactor.

Recommended Action: Ensure that the `bpsynth` binary matches the installed NetBackup version. Retry the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 604

Message: no target storage unit specified for the new job

Explanation: A mismatch occurred between the storage units that are known to NetBackup and the specified target storage unit.

Recommended Action: Retry the synthetic backup job. If the problem persists, contact customer support and provide appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 605

Message: received error notification for the job

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 606

Message: no robot on which the media can be read

Explanation: `bpsynth` returns this error when it cannot find a robot on which to read a particular media ID that contains backup images to be synthesized. The media ID is included in the message that `bpsynth` logs. This error should not occur.

Recommended Action: Contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 607

Message: no images were found to synthesize

Explanation: The database query to obtain the images to synthesize for the given policy did not return any images.

Recommended Action: Ensure that a synthetic full backup has one full image (real or synthetic) and one or more subsequent incremental images (differential or cumulative) to synthesize. For a cumulative synthetic backup, there must be two or more incremental (differential or cumulative) images to synthesize. Adjust your schedules so the appropriate backup jobs complete successfully before the synthetic job is run. The scheduler does not retry a synthetic backup job that fails with this error code.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 608

Message: storage unit query failed

Explanation: The database query to obtain all storage units failed.

Recommended Action: Verify that the `bpdbm` process is running and that no errors were logged to the NetBackup error log. Restart the `bpdbm` process (on UNIX), or the NetBackup Database Manager Service (on Windows) and retry the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 609

Message: reader failed

Explanation: The `bptm` or the `bpdm` reader process was terminated with an error.

Recommended Action: See the NetBackup error log for the errors that the `bpsynth` and `bptm` or `bpdm` reader logged. The error message should contain the actual error that the `bptm` or the `bpdm` reader reports.

See the NetBackup Troubleshooting Guide for information on the error that the `bptm` or the `bpdm` reader reports. The media may not be present or is defective or the drive that was used for reading the media is defective. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 610

Message: endpoint terminated with an error

Explanation: An error indication was received on the connection to the `bptm` or the `bpdm` process.

Recommended Action: Review the errors in the NetBackup error log that the following processes logged: `bpsynth` and `bptm` or `bpdm`. Refer to the debug logs for these processes for more information. The connection may have broken due to the following: an error condition that the `bptm` or the `bpdm` process detects or network problems between the master and the media server. Check the network connectivity between the master and the media server. Retry the job and if the problem persists, contact customer support, and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 611

Message: no connection to reader

Explanation: A connection to the `bptm` or the `bpdm` reader process does not exist to communicate with the reader.

Recommended Action: This error should not occur. Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 612

Message: cannot send extents to bpsynth

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 613

Message: cannot connect to read media server

Explanation: The `bpsynth` process was unable to connect to the media server to read a backup image.

Recommended Action: Ensure that network connectivity exists between the master server and the specified media server. Examine the NetBackup error log for any error messages that `bpsynth` logged. For more information, refer to the debug logs for `bpsynth` on the master server and `bpcd` and `bptm` or `bpdm` on the media server.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 614

Message: cannot start reader on the media server

Explanation: The `bpsynth` process was unable to start the `bptm` or the `bpdm` process to read a backup image to be synthesized.

Recommended Action: Do the following, as appropriate:

- Examine the NetBackup error log for any errors that `bpsynth` logged. For more information, refer to the following debug logs: for `bpsynth` on the master server and for `bpcd` and `bptm` or `bpdm` on the media server. Ensure that the `bptm` or the `bpdm` binaries on the media server are executable and are not corrupt. Try running `bptm` or `bpdm` commands locally on the media server to ensure that the binary is executable and not corrupt. For instance, you can run the following command

  ```
  /bp/bin/bptm -count -rn 0 -rt 8
  ```

  where robot number is 0 and the robot type is 8. The robot type that corresponds to the robot number can be taken from the command line that is logged in the debug log for `bptm`. This command displays the counts for the up, shared, and assigned drives in the robot.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 615

Message: internal error 615

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 616

Message: internal error 616

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 617

Message: no drives available to start the reader process

Explanation: No drives are available to start the `bptm` process to read a backup image to be synthesized.

Recommended Action: Ensure that sufficient drives are available before you restart the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 618

Message: internal error 618

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 619

Message: internal error 619

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 620

Message: internal error 620

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 621

Message: unable to connect to `bpcoord`

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 622

Message: connection to the peer process does not exist

Explanation: The underlying connection to the peer `bptm` or `bpdm` process does not exist. This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 623

Message: execution of a command in a forked process failed

Explanation: The failure normally occurs during the execution of a command on a media server through `bpcd`. Examine the NetBackup error log for additional error messages. Also refer to the debug logs for `bpsynth` (on the master server) and `bpcd` (on the media server) to get an explanation of the failure. A common cause of the failure is insufficient memory, file system full, or insufficient swap space.

Recommended Action: Retry the job and if the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 624

Message: unable to send a start command to a reader or a writer process on media server

Explanation: The `bpsynth` process is unable to send a command to the `bptm` or the `bpdm` process on the media server.

Recommended Action: Ensure that network connectivity exists between the master and the media server. Look for additional error messages in the NetBackup error log. More detailed information is present in the debug logs for `bpsynth` (on master server) and `bptm` or `bpdm` on the media server. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 625

Message: data marshalling error

Explanation: Problems were encountered while sending data over the connection. This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 626

Message: data un-marshalling error

Explanation: Problems were encountered in the parsing of the messages that `bpsynth` received. This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 627

Message: unexpected message received from bpsynth

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 628

Message: insufficient data received

Explanation: This error occurs in the following situation: partial data is read from the input socket and cannot be parsed until the remaining data that comprises the message is read. The lower layers encounter this error; it should not cause a process to be terminated.

Recommended Action: If this error causes the `bpsynth` binary to hang or malfunction, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 629

Message: no message was received from bptm

Explanation: This error is returned when no message is received from the `bptm` process in response to the command or query that was executed by using `bptm`.

Recommended Action: Look for additional error messages in the following logs: the NetBackup error log and the debug logs for `bpsynth` on the master server and `bptm` on the media server. A system condition (insufficient memory, file system full, insufficient swap space) on the media server may prevent the `bptm` process from sending the response. Verify the network connectivity between the master and the media server. If no explanation is found for the failure and the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 630

Message: unexpected message was received from `bptm`

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 631

Message: received an error from bptm request to suspend media

Explanation: The bpsynth process was unable to suspend a media that contained one or more images to be synthesized. A message in the bpsynth legacy log lists the media IDs to be suspended. The bpsynth log also includes a failure message to indicate which particular media in the list was not suspended. `media (ordinal)` indicates the unsuspended media by means of its order in the list. For example, if the unsuspended media was the second media in the list, the failure message says `media (1)`.

Recommended Action: Examine the `bptm` debug log for more information on the reason for the suspend failure. The `bpsynth` process ignores this error and continues to process. It has the potential to fail later if the media with the images to be read gets assigned to another backup or restore job. If the synthetic backup job fails, fix the condition that lead to the suspend failure and retry the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 632

Message: received an error from bptm request to un-suspend media

Explanation: The `bpsynth` process was unable to un-suspend a media that it suspended at the start of the synthetic backup job. A message in the bpsynth legacy log lists the media IDs to be un-suspended. The `bpsynth` log also includes a failure message to indicate which particular media in the list was not un-suspended. `media (ordinal)` indicates the media by means of its order in the list. For example, if the media that was not un-suspended was the second media in the list, the failure message says `media (1)`.

Recommended Action: Look at the debug log for the `bptm` process on the media server for an explanation of the un-suspend failure and the media ID. Try to un-suspend the tape manually by using the `bpmedia` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 633

Message: unable to listen and register service by vnetd

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 634

Message: no drives available to start the writer process

Explanation: The `bpsynth` process cannot start the synthetic backup job because no drives were available in the target storage unit for the writer. The storage unit may be in use by a restore or another synthetic backup job.

Recommended Action: Ensure that the target storage unit that is configured for the synthetic backup schedule has an available drive to write the synthetic backup image.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 635

Message: unable to register handle with the reactor

Explanation: Unable to register a handle with the ACE reactor to monitor events on the handle. This error can occur in `bpsynth`.

Recommended Action: Examine NetBackup error log for any errors that were logged for the job. Refer to the debug logs for `bpsynth` for more information. Retry the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 636

Message: read from input socket failed

Explanation: The read from an input socket failed. The underlying connection has been broken.

Recommended Action: The `bpsynth` process encountered an error while reading from an input socket. The socket may be between `bpsynth` and `bptm` or `bpdm`.

The `errno` that was logged to the NetBackup error log indicates the reason for the failure. For more information, refer to the following: the debug log for `bpsynth` (on the master server) and for the `bptm` or the `bpdm` reader or writer processes (on the media server). Check the network connectivity between the master and the media server. Rerun the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 637

Message: write on output socket failed

Explanation: The write to an output socket failed. The underlying connection has been broken.

Recommended Action: The `bpsynth` process encountered an error while writing to an output socket. The socket is between `bpsynth` and `bptm` or `bpdm`.

The `errno` that logged to the NetBackup error log indicates the reason for the failure. For more information, refer to the following: the debug log for `bpsynth` (on the master server) and for the `bptm` or the `bpdm` reader or writer process (on the media server). Check the connectivity between the master and the media server. Retry the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 638

Message: invalid arguments specified

Explanation: The `bpsynth` command fails with this error code if incorrect arguments were specified.

Recommended Action: Refer to the `bpsynth` command line arguments (by using -help) for the correct argument specification. If the synthetic backup job was started manually by the command line, correct the arguments to `bpsynth` and rerun the job. If the synthetic backup job was scheduled or started with the console, ensure that the `bpsynth` and the `nbjm` binaries match the installed NetBackup version.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 639

Message: specified policy does not exist

Explanation: The policy that was specified on the `bpsynth` command does not exist in the database. Either the command line or `nbjm` initiated the `bpsynth` command. If `nbjm` initiated it, the policy may have been deleted after `nbjm` started `bpsynth` and before `bpsynth` issued the database query.

Recommended Action: If `bpsynth` is initiated with the command line, rerun the command for an existing policy. If the problem persists after you verify the following, contact customer support and send the appropriate logs:

- The synthetic backup job was scheduled or started by using the **NetBackup Administration Console** (manual start).
- The policy exists in the `bpplist` command configuration.
- Check the logs for `nbjm`, which uses unified logging (OID 117).

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 640

Message: specified schedule was not found

Explanation: The schedule on the `bpsynth` command did not exist in the specified policy definition in the database due to either of the following:

- The command line initiated the `bpsynth` command
- The specified schedule was deleted from the policy after `nbjm` started `bpsynth`, before `bpsynth` issued the database query.

Recommended Action: If the command line initiated `bpsynth`, do the following: rerun the command with the correct synthetic schedule label defined in the policy of the synthetic backup job to be run. If the synthetic backup job was scheduled or started with the **NetBackup Administration Console**, define a new schedule in the policy and retry the job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 641

Message: invalid media type specified in the storage unit

Explanation: The media type that was specified in the target storage unit is invalid for synthetic backup. Synthetic backup images can only be written to disk, disk staging, and Media Manager type of storage units.

Recommended Action: Ensure that the target storage unit that was configured for synthetic backup is a disk, disk staging, or Media Manager type (not NDMP type). Rerun synthetic backup with the appropriate storage unit.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 642

Message: duplicate backup images were found

Explanation: The database query returned duplicate backup IDs. This error should not occur.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 643

Message: unexpected message received from `bpcoord`

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 644

Message: extent directive contained an unknown media ID

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 645

Message: unable to start the writer on the media server

Explanation: The `bpsynth` process was unable to start the following: the `bptm` or the `bpdm` process on the media server that is associated with the target storage unit to write the synthetic image.

Recommended Action:

Examine the NetBackup error log for any messages that `bpsynth` logged. For more information, refer to the following: the debug logs for `bpsynth` on the master server and `bpcd` and `bptm` or `bpdm` on the media server. Ensure that the `bptm` or the `bpdm` binaries on the media server are executable and are not corrupt. Try to run the

bptm or the bpdm commands locally on the media server to ensure that the binary is executable and not corrupt. For instance, you can run the following command:

```
install_path/netbackup/bin/bptm -count -rn 0 -rt 8
```

where robot number is 0 and robot type is 8. The robot type that corresponds to the robot number can be taken from the command line that is logged in the debug log for bptm. This command displays the counts for the up, shared, and assigned drives in the robot. In case the synthetic image is to be written to a disk storage unit, verify the bpdm binary by running the following command:

```
install_path/netbackup/bin/bpdm
```

It should print the following:

```
bpdm: media manager operation not specified
```

Retry the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 646

Message: unable to get the address of the local listen socket

Explanation: The bpsynth process cannot obtain the address of the opened listen socket. The bpsynth process needs the address to receive incoming connections from the bptm or the bpdm processes, which were started to read the source images. This problem should not happen. The library call used to retrieve the address of the listen socket relies on the underlying system call to obtain the socket address. The errno that the system call reports is included in the error message and should help to diagnose the problem.

Recommended Action: Rerun the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 647

Message: validation of synthetic image failed

Explanation: This error is returned when `bpsynth` receives an error from the database call to validate the synthetic image.

Recommended Action: This error may indicate a problem in the synthetic backup process. Examine the NetBackup error log for any messages that the following processes logged: `bpsynth` and `bptm` or `bpdm`. Look at the debug logs for these processes for additional information. If you cannot resolve the problem, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 648

Message: unable to send extent message to BPXM

Explanation: The `bpsynth` process cannot send extent information to the `bptm` or the `bpdm` process that was started to read a specified backup image to synthesize.

Recommended Action: This error indicates a communication problem between `bpsynth` and the `bptm` or the `bpdm` reader process on the media server. Ensure that the media server is accessible and that the `bptm` or the `bpdm` process is running on the media server. Examine the NetBackup error log for any errors that the following logged: `bpsynth` (on the master server) and the `bptm` or the `bpdm` reader process (on the media server). Examine the debug logs for `bpsynth` and `bptm` or `bpdm` for additional information. Rerun the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 649

Message: unexpected message received from BPXM

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 650

Message: unable to send extent message to `bpcoord`

Explanation: This error code is no longer used.

Recommended Action: Submit a problem report along with the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 651

Message: unable to issue the database query for policy

Explanation: The `bpsynth` process was unable to send the database query for policy.

Recommended Action: This error indicates a communication problem between `bpsynth` and `bpdbm`. Ensure that `bpdbm` is running and the `bpdbm` binary matches the installed NetBackup version. Examine the NetBackup error log for any errors that `bpdbm` and `bpsynth` logged. Examine the debug logs for `bpsynth` and `bpdbm` for additional information. Restart the `bpdbm` process (on UNIX) or the NetBackup Database Manager Service (on Windows) and rerun the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 652

Message: unable to issue the database query for policy information

Explanation: The `bpsynth` process was unable to send the database query for detailed information about the policy.

Recommended Action: This error indicates a communication problem between `bpsynth` and `bpdbm`. Ensure that `bpdbm` is running and the `bpdbm` binary matches the installed NetBackup version. Examine the NetBackup error log for any errors that `bpdbm` and `bpsynth` logged. Examine the debug logs for `bpsynth` and `bpdbm` for additional information. Restart the `bpdbm` process (on UNIX) or the NetBackup Database Manager Service (on Windows) and rerun the synthetic backup job. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 653

Message: unable to send a message to `bpccord`

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 654

Message: internal error 654

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 655

Message: no target storage unit was specified by command line

Explanation: No target storage unit was specified on the `bpsynth` command line (-S).

Recommended Action: Rerun `bpsynth` with the target storage unit specified by the -S option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 656

Message: unable to send start synth message to `bpcoord`

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 657

Message: unable to accept connection from the reader

Explanation: The `bpsynth` process was unable to accept the connection from the `bptm` or the `bpdm` reader process that runs on the media server.

Recommended Action: Examine the NetBackup error log for any errors that `bpsynth` and `bptm` or the `bpdm` reader process logged. The message that `bpsynth` logged includes the error (`errno`) reported by the system call. Refer to the debug logs for `bpsynth` on the master server and `bptm` or the `bpdm` process on the media servers for more information. Ensure that network connectivity exists between the

master and the media servers. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 658

Message: unable to accept connection from the writer

Explanation: The `bpsynth` process was unable to accept the connection from the `bptm` or the `bpdm` writer process that runs on the media server.

Recommended Action: Examine the NetBackup error log for any errors that `bpsynth` and the `bptm` or the `bpdm` writer process logged. The message that `bpsynth` logged includes the error (`errno`) reported by the system call. Also refer to the debug logs for `bpsynth` on the master server and `bptm` or the `bpdm` process on the media server for more information. Ensure that network connectivity exists between the master and the media servers. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 659

Message: unable to send a message to the writer child process

Explanation: The `bpsynth` process was unable to send the message that contains the following to the `bptm` or the `bpdm` writer: the host name and the port number of the `bptm` or the `bpdm` reader.

Recommended Action: Examine the NetBackup error log for any errors that `bpsynth` and the `bptm` or the `bpdm` writer process logged. Refer to the following for more information: the debug logs for `bpsynth` on the master server and the `bptm` or the `bpdm` process on the media server. Ensure that network connectivity exists between the master and the media servers. If the problem persists, contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 660

Message: a synthetic backup request for media resources failed

Explanation: The request for resources failed due to an internal NetBackup error.

Recommended Action: Create logs as explained in the following topic:

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Rerun the job and send the logs to customer support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 661

Message: unable to send exit message to the BPXM reader

Explanation: The `bpsynth` process cannot send the exit message to indicate the end of extents messages to the following: `bptm` or the `bpdm` reader process on the media server. The network connection between the master and the media server may have terminated or the `bptm` or the `bpdm` reader process has terminated.

Recommended Action: Check the network connectivity between the master and the media server. Examine the NetBackup error log for any errors that `bpsynth` and `bptm` or the `bpdm` reader process logged. Examine the debug logs for `bpsynth` on the master server and `bptm` or the `bpdm` reader process on the media servers for more detailed information. If the problem persists, contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 662

Message: unknown image referenced in the synth context message from BPXM

Explanation: The `bpsynth` process received an extent message from the `bptm` or the `bpdm` reader with reference to a media ID that was unknown to `bpsynth`. This error should not occur.

Recommended Action: Contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 663

Message: image does not have a fragment map

Explanation: The `bpsynth` process received an image without a fragment map from `bpdbm`. This error should not occur.

Recommended Action: Contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 664

Message: zero extents in the synthetic image, cannot proceed

Explanation: The `bpsynth` process receives zero extents from `bpdbm`. This error should not occur.

Recommended Action: Contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 665

Message: termination requested by `bpcoord`

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 667

Message: unable to open pipe between bpsynth and bpcoord

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 668

Message: pipe fgets call from bpcoord failed

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 669

Message: `bpcoord` startup validation failure

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and send the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 670

Message: send buffer is full

Explanation: This error code is no longer used.

Recommended Action: Contact customer support and provide the appropriate logs.

A complete list of required logs and configuration information is available.

See "Logs to accompany problem reports for synthetic backups" in the NetBackup Logging Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 671

Message: query for list of component images failed

Explanation: A new synthetic image cannot be formed because of a problem with the required component images. For example: a new, synthetic full backup is tried from the previous full image from Sunday and from the five differential incremental images from Monday through Friday. This error occurs if any of those images (except the most recent image on Friday) have expired.

Recommended Action: Run a non-synthetic backup (either a new full or new cumulative), depending on the type of backup that failed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 800

Message: resource request failed

Explanation: The `nbjm` process was unable to get the required resources for a job. An EMM reason string that appears in the Activity Monitor job details display and in the `nbjm` debug log accompanies this status code. The EMM reason string identifies the reason for the failed resource request.

Recommended Action: Locate the EMM reason string, correct the problem, and rerun the job.

Some generic EMM reason strings (such as `Disk volume is down`) may require generating some reports to determine the cause of the failure. Generate the report by using either `bperror` or various log entry reports, such as **Reports > Disk Reports > Disk Logs** in the **NetBackup Administration Console**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

https://docs.cohesity.com/search?searchString=status+code+800

NetBackup status code: 801

Message: JM internal error

Explanation: The `nbjm` process encountered an internal error.

Recommended Action: If the problem persists, submit a report with the following items.

- Unified logging files on the NetBackup server for `nbpem` (originator ID 116), `nbjm` (117), `nbrb` (118), and PBX (103). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- Legacy logs:
  - On the NetBackup master server for `bpbrm, bpjobd, bpcompatd, bpdbm,` and `nbproxy`
  - On the media server for `bpcd, bpbrm,` and `bptm` or `bpdm`
  - On the client for `bpcd` and `bpbkar`

  Legacy logs are in subdirectories under `/usr/openv/netbackup/logs/` (UNIX) or *`install_path`*`\NetBackup\logs\` (Windows). If the directories do not exist, create directories for each of these processes and rerun the job.
- Contents of `/usr/openv/db/jobs/trylogs` (UNIX) or *`install_path`*`\NetBackup\db\jobs\trylogs` (Windows).
- `bpdbjobs` output: run `bpdbjobs` to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 802

Message: JM internal protocol error

Explanation: `nbjm` returns this error whenever a protocol error occurs with an external process that tries to communicate with `nbjm`. External processes include `bptm, tpreq, bplabel, dqts, vmphyinv,` or `nbpem`.

Recommended Action: Ensure that the NetBackup software on the master and the media server is from an official NetBackup release.

If the problem persists, submit a report with the following items.

- Unified logging files on the NetBackup server for `nbpem` (originator ID 116), `nbjm` (117), `nbrb` (118), and PBX (103). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- Legacy logs:
  - On the NetBackup master server for `bpbrm, bpjobd, bpcompatd, bpdbm,` and `nbproxy`
  - On the media server for `bpcd, bpbrm`, and `bptm` or `bpdm`
  - On the client for `bpcd` and `bpbkar`

  Legacy logs are in subdirectories under `/usr/openv/netbackup/logs/` (UNIX) or *`install_path`*`\NetBackup\logs\` (Windows). If the directories do not exist, create directories for each of these processes and rerun the job.
- Contents of `/usr/openv/db/jobs/trylogs` (UNIX) or *`install_path`*`\NetBackup\db\jobs\trylogs` (Windows).
- `bpdbjobs` output: run `bpdbjobs` to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 803

Message: JM terminating

Explanation: A service request for an existing or a new job was received when the `nbjm` process shutdown.

Recommended Action: If `nbjm` was not terminated explicitly (by entering the `/usr/openv/netbackup/bin/bp.kill_all` command on UNIX or

install_path\NetBackup\bin\bpdown on Windows), submit a report with the following items.

- Unified logging files on the NetBackup server for nbpem (originator ID 116), nbjm (117), nbrb (118), and PBX (103). All unified logging is written to /usr/openv/logs (UNIX) or *install_path*\NetBackup\logs (Windows).
- Legacy logs:
  - On the NetBackup master server for bpbrm, bpjobd, bpcompatd, bpdbm, and nbproxy
  - On the media server for bpcd, bpbrm, and bptm or bpdm
  - On the client for bpcd and bpbkar

  Legacy logs are in subdirectories under /usr/openv/netbackup/logs/ (UNIX) or *install_path*\NetBackup\logs\ (Windows). If the directories do not exist, create directories for each of these processes and rerun the job.
- Contents of /usr/openv/db/jobs/trylogs (UNIX) or *install_path*\NetBackup\db\jobs\trylogs (Windows).
- bpdbjobs output: run bpdbjobs to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 805

Message: Invalid jobid

Explanation: The nbjm process received an invalid job ID in the request.

Recommended Action:

The requested operation may refer to a job that no longer exists or is not known to nbjm. Or the job ID is invalid (less than or equal to 0). Ensure that the command used to start the job did not specify a job ID already in use by another job.

If the problem persists, submit a report with the following items.

- Unified logging files on the NetBackup server for nbpem (originator ID 116), nbjm (117), nbrb (118), and PBX (103). All unified logging is written to /usr/openv/logs (UNIX) or *install_path*\NetBackup\logs (Windows).
- Legacy logs:
  - On the NetBackup master server for bpbrm, bpjobd, bpcompatd, bpdbm, and nbproxy
  - On the media server for bpcd, bpbrm, and bptm or bpdm

- On the client for `bpcd` and `bpbkar`

  Legacy logs are in subdirectories under `/usr/openv/netbackup/logs/` (UNIX) or *`install_path`*`\NetBackup\logs\` (Windows). If the directories do not exist, you must create directories for each of these processes and rerun the job.

- Contents of `/usr/openv/db/jobs/trylogs` (UNIX) or *`install_path`*`\NetBackup\db\jobs\trylogs` (Windows).
- `bpdbjobs` output: run bpdbjobs to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 806

Message: this mpx group is unjoinable

Explanation: This error is a timing problem. It can happen if the job was added to a multiplexed group when `bpbrm` terminates due to an error condition. The Resource Broker (`nbrb`) does the allocation of a multiplexed group and the Job Manager (`nbjm`) starts and monitors the `bpbrm` process.

Recommended Action: If the failed job is scheduled and the retry count allows it, `nbpem` submits the job again. If the failed job was initiated manually, submit it again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 807

Message: not externalized

Explanation: Not available

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 811

Message: failed to communicate with resource requester

Explanation: Job Manager (`nbjm`) tries to notify a process (usually `bptm`) of the status of a resource it requested. That notification fails because of a communication problem.

Recommended Action: Do the following, as appropriate:

- Verify the connectivity between the master and the media server.
- Verify the Private Branch Exchange (PBX) configuration and permissions. More information on PBX is available.
  See "Resolving PBX problems" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 812

Message: failed to communicate with Resource Broker

Explanation: The Job Manager (`nbjm`) tries to make a request to the Resource Broker (`nbrb`). The request fails because of a communication problem.

Recommended Action: Do the following, as appropriate:

- Verify the connectivity between the master server and the EMM server.
- Verify the Private Branch Exchange (PBX) configuration and permissions. More information on PBX is available.
  See "Resolving PBX problems" in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 813

Message: duplicate reference string specified

Explanation: The reference string is the file name specified on the `-f` option of the `tpreq` command. The specified file name on `tpreq` is already in use by another `tpreq`.

Recommended Action: Choose a unique name that is not already in use.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 818

Message: retention level mismatch

Explanation: A job fails with this error code if the retention level of the allocated media does not match the retention level that is configured in the policy.

Recommended Action: Contact Cohesity Technical Support and provide relevant supporting materials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 819

Message: unable to communicate with JM proxy

Explanation: The Job Manager cannot communicate with nbproxy.

Recommended Action: Restart the Job Manager. If the condition persists, please contact NetBackup Support and provide relevant supporting materials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 823

Message: no BRMComm to join

Explanation: The job was unable to join the multiplex group. This error is an internal error.

Recommended Action: Submit a report with the following items.

- Unified logging files on the NetBackup server for `nbpem` (originator ID 116), `nbjm` (117), `nbrb` (118), and PBX (103). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- The following legacy logs:
  - On the NetBackup master server for `bpbrm`, `bpjobd`, `bpcompatd`, `bpdbm`, and `nbproxy`
  - On the media server for `bpcd`, `bpbrm`, and `bptm` or `bpdm`
  - On the client for `bpcd` and `bpbkar`

  Legacy logs are in subdirectories under `/usr/openv/netbackup/logs/` (UNIX) or *`install_path`*`\NetBackup\logs\` (Windows). If the directories do not exist, create directories for each of these processes and rerun the job.
- Contents of `/usr/openv/db/jobs/trylogs` (UNIX) or *`install_path`*`\NetBackup\db\jobs\trylogs` (Windows).
- `bpdbjobs` output: run `bpdbjobs` to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 830

Message: drive(s) unavailable or down

Explanation: All configured drive that can be used for this job are down.

One of the following has occurred:

- No drives are configured for the media that was requested for the job.
- The job requires an NDMP drive path, but no NDMP drive paths are up or configured.
- The job cannot use an NDMP drive path, but these are the only drive paths that are up or configured for the drive.

Recommended Action: Do the following:

- Make sure that the drives and drive paths are up and correct for the media that you configure.
- Verify that `ltid` is running on the required media server, and that the media server is active for tape.
- Use the device monitor to startup the drives paths if they are down.
- If the drives are downed again, clean the drives.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 831

Message: image has been validated

Explanation: A job retry attempt fails because the image from the previous attempt has already been validated. This error can occur if `nbjm` shuts down before it receives the job success status. This status code indicates a timing problem only.

Recommended Action: No corrective action is required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 832

Message: failed to write discover data to a file

Explanation: The Job Manager (`nbjm`) is unable to write a temporary file in the `netbackup/bin/bpsched.d` directory.

Recommended Action: Make sure that the file system is not full.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 833

Message: error parsing discovered XML data

Explanation: The Job Manager was unable to parse the XML document that was returned from discovery. This error is an internal error.

Recommended Action: Submit a report with the following items:

- Unified logging files on the NetBackup server for `nbpem` (originator ID 116), `nbjm` (117), `nbrb` (118), and PBX (103). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- The following legacy logs:
  - On the NetBackup master server for `bpbrm`, `bpjobd`, `bpcompatd`, `bpdbm`, and `nbproxy`
  - On the media server for `bpcd`, `bpbrm`, and `bptm` or `bpdm`
  - On the client for `bpcd` and `bpbkar`

  Legacy logs are in subdirectories under `/usr/openv/netbackup/logs/` (UNIX) or *`install_path`*`\NetBackup\logs\` (Windows). If the directories do not exist, create directories for each of these processes and rerun the job.
- Contents of `/usr/openv/db/jobs/trylogs` (UNIX) or *`install_path`*`\NetBackup\db\jobs\trylogs` (Windows).
- `bpdbjobs` output: run `bpdbjobs` to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 859

Message: Exceeded maximum number of retries, unable to deactivate deployment host.

Explanation: NetBackup Job Manager service waited 3 minutes for the media server to be deactivated and the deployment job was aborted.

Recommended Action: Retry the deployment job on the target host.

Click here to view technical notes and other information in the Cohesity Technical Support website about this status code.

NetBackup status code: 860

Message: Exceeded maximum number of retries, unable to activate deployment host.

Explanation: NetBackup Job Manager service waited 3 minutes for the media server to be activated and the deployment job aborted.

Recommended Action: Wait until the host is active, or run `vmoprcmd -activate_host -h` *`hostname`* to activate the host.

Click here to view technical notes and other information in the Cohesity Technical Support website about this status code.

NetBackup status code: 861

Message: The entry for `exclude_file_list` parameter in the `job param` file is not present.

Explanation: NetBackup is unable to find `exclude_file_list` entry in `job param` file.

Recommended Action: Retry the backup job again. If the issue persists, update the backup policy to reconfigure the exclude selections.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 867

Message: The 'Maximum jobs per client' option should be set to a value that is greater than or equal to the maximum number of streams for catalog backup.

Explanation: The policy configuration for catalog backup is not valid. The maximum number of jobs per client must be greater than or equal to the maximum number of streams.

Recommended Action: Do the following:

- Ensure that the value that is set for the 'Maximum jobs per client' option on the Host properties > Global attributes UI is greater than or equal to the maximum number of streams that is set in the catalog backup policy. If the problem persists, do the following:
  - Set the maximum number of jobs per client to a value that is greater than or equal to the maximum number streams.
  - Run the backup job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 868

Message: The 'Limit jobs per policy' option on the policy attributes UI should be set to a value that is greater than or equal to the maximum number of streams for policy.

Explanation: : The policy configuration for catalog backup is not valid. The maximum number of jobs per policy ('Limit jobs per policy' option) must be greater than or equal to the maximum number of streams.

Recommended Action: Do the following:

- Ensure that the value that is set for the 'Limit jobs per policy' option is greater than the maximum number of streams that is set in the catalog backup policy. If the problem persists, do the following:
  - Set the 'Limit jobs per policy' option to a value that is greater than or equal to the maximum number of streams.
  - Run the backup job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 900

Message: retry nbrb request later

Explanation: The NetBackup Resource Broker (`nbrb` service) was unable to respond to a request.

Recommended Action: Do the following, as appropriate:

- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- If necessary, set global logging to a higher level by using **Host Properties > Master Server > Properties > Logging**. Retry the operation and examine the `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 901

Message: RB internal error

Explanation: The NetBackup Resource Broker (`nbrb` service) encountered an internal error.

Recommended Action: Do the following, as appropriate:

- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- If necessary, set global logging to a higher level, by using **Host Properties > Master Server > Properties > Logging**. Retry the operation and examine the `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 902

Message: RB invalid argument

Explanation: The NetBackup Resource Broker (nbrb) service detected an invalid argument.

Recommended Action: Do the following, as appropriate:

- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- If necessary, set global logging to a higher level, by using **Host Properties > Master Server > Properties > Logging**. Retry the operation and examine the `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 903

Message: RB communication error

Explanation: The NetBackup Resource Broker (`nbrb` service) encountered a communication error.

Recommended Action: Do the following, as appropriate:

- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- If necessary, set global logging to a higher level, by using **Host Properties > Master Server > Properties > Logging**. Retry the operation and examine the `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 904

Message: RB max reallocation tries exceeded

Explanation: Under some conditions, failed mounts are retried; the number of retries for the resource request has been exceeded.

Recommended Action: For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118) and for `nbemm` (originator ID 111). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows). Also examine the legacy `bptm` log.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 905

Message: RB media server mismatch

Explanation: If you have any storage units that are specified for multiple copies, they must be on the same media server.

Recommended Action: Do the following, as appropriate:

- Configure the backup schedule with a storage unit or storage unit groups that can be run on the same media server.
- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 906

Message: RB operator denied mount request

Explanation: By using the **Device Management** node in the **NetBackup Administration Console** or the `vmoprcmd` command, the operator denied a mount request.

Recommended Action: Do the following, as appropriate:

- Determine the cause of the mount request denial and retry the job.
- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 907

Message: RB user canceled resource request

Explanation: A user-initiated action caused a Resource Broker (`nbrb`) request to be canceled.

Recommended Action: Do the following, as appropriate:

- Determine the action that resulted in cancelation of the resource request.
- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 908

Message: RB was reset

Explanation: The NetBackup Resource Broker (`nbrb`) resources and database were reset. Any `nbrb` requests that remain may fail when RB is reset. (An example of a process that resets the database is catalog recovery.)

Recommended Action: Do the following, as appropriate:

- Determine the action that reset `nbrb` resources and the `nbemm` database.
- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). All unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 912

Message: RB disk volume mount failed

Explanation: The attempt to mount a disk volume failed. Possible reasons are hardware problems, inconsistent EMM database, or a NetBackup Resource Broker (`nbrb`) error.

Recommended Action: Do the following, as appropriate:

- For detailed information, examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). Unified logging is written to `/usr/openv/logs` (UNIX) or *`install_path`*`\NetBackup\logs` (Windows).
- If necessary, set global logging to a higher level: **Host Properties > Master Server > Properties > Logging**. Retry the operation and examine the `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 914

Message: RB media reservation not found

Explanation: The read media for a duplicate or synthetic backup job must be reserved at the start of the job. Status 914 occurs when the NetBackup Resource Broker (`nbrb`) receives an allocation request for a read media that was never reserved. It can result from an internal error in `bpduplicate`, `nbjm`, or `nbrb`.

Recommended Action: Do the following, as appropriate:

- Examine the unified logging files on the NetBackup server for the `nbrb` service (originator ID 118). Unified logging is written to `/usr/openv/logs` (UNIX) or to *`install_path`*`\NetBackup\logs` (Windows).
- If necessary, set global logging to a higher level: **Host Properties > Master Server > Properties > Logging**. Retry the operation and examine the `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 915

Message: RB disk volume mount must retry

Explanation: A shared disk job has failed because RB is unable to mount the disk volume. Shared disk requires that volume file systems be unmounted and remounted before other media servers can use them.

Recommended Action: Do the following, as appropriate:

- Verify that processes are not in the disk volume mount directories, which prevents them from being unmounted. If the problem persists, restart NetBackup on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 916

Message: Resource request timed out

Explanation: A job request for resources has failed because resources were not available before the configured time limit expired. Some jobs may specify a timeout when they ask for drives or other resources. If jobs consistently cause this error, more jobs may be scheduled than the number of available drives. The drives in the Resource Broker job queue are not completed soon enough to allow new jobs to start before they timeout.

Recommended Action: Distribute the scheduled job start times over a wider period of time.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 917

Message: RB multiplexing group not found

Explanation: The NetBackup Resource Broker (`nbrb`) has received a request for an unknown multiplex group ID. This error can be caused by a timing problem when RB is killed and restarted. It can also be caused by an internal error in `nbjm` or `nbrb`.

Recommended Action: Restart `nbjm` and `nbrb`. If the problem persists, write a problem report with the appropriate logs including the `nbjm` and `nbrb` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 918

Message: RB does not have a multiplexing group that uses this media ID or drive name

Explanation: The NetBackup Resource Broker (`nbrb`) has received a request for an unallocated media or drive.

Recommended Action: The `nbrbutil` command may cause this error. Rerun the command with an allocated media ID or drive. Also, this error may be internal. If the problem persists, write a problem report with the appropriate logs including `nbjm` and `nbrb`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 925

Message: Backup host pool name is not provided in the Resource Broker request.

Explanation: The backup host pool is not configured or not found.

Recommended Action: Ensure that the backup host pool is configured in the backup policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 927

Message: No backup host from configured backup host pool is available for job execution.

Explanation: Either all the backup hosts are in use and have reached the limit for job execution or all the backup hosts are down.

Recommended Action: Ensure all NetBackup services are up and running on backup host. If the services are already running, then the backup host is running at full capacity for dynamic streaming. You must wait for the active jobs to complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 928

Message: The NetBackup version of the backup hosts and the configured backup host pool must be of the same version.

Explanation: All the backup hosts in a backup host pool must be the same NetBackup version.

Recommended Action: Ensure that all backup hosts in a backup host pool are the same NetBackup version.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 930

Message: No supported media server available, in the **All_Media_Server_Pool**, as backup host to run the job.

Explanation: No media server with the supported NetBackup and operating system versions available, or the servers may be busy, or down.

Recommended Action: Confirm that you have a Windows media server if you back up the NAS shares with the SMB protocol. Confirm that you have a Linux media server if you back up the NAS shares with the NFS protocol.

Recommended Action: For Windows media servers, you must log on to the NetBackup Client Service and NetBackup legacy network service services as a domain user.

Recommended Action: Ensure that the NetBackup media server version is equal to or higher than the minimum required version, based on these parameters of the NAS data protection policy:

- Volume backup from snapshot using multiple backup hosts: NetBackup 10.4
- VCT enabled index from snapshot: NetBackup 10.3
- VCT enabled backup from snapshot: NetBackup 10.2
- All other scenarios: NetBackup 10.1.1

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1000

Message: Client is offline

Explanation: An attempt was made to run a manual job for a client that is offline.

Recommended Action: Wait until the client is brought online or manually bring the client online by using the GUI or the `bpclient` command before you submit the manual job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1001

Message: discovery document error

Explanation: The Policy Execution Manager (pem) is unable to parse the XML document that was returned from the discovery operation. This error is an internal error.

Recommended Action: Submit a report with the following items.

- Unified logging files on the NetBackup server for nbpem (originator ID 116), nbjm (117), nbrb (118), and PBX (103). All unified logging is written to /usr/openv/logs (UNIX and Linux) or *install_path*\NetBackup\logs (Windows).
- The following legacy logs:
  - On the NetBackup master server for bpbrm, bpjobd, bpcompatd, bpdbm, and nbproxy
  - On the media server for bpcd, bpbrm, and bptm or bpdm
  - On the client for bpcd and bpbkar

  Legacy logs are in subdirectories under /usr/openv/netbackup/logs/ (UNIX and Linux) or *install_path*\NetBackup\logs\ (Windows). If the directories do not exist, create directories for each of these processes and rerun the job.
- Contents of /usr/openv/db/jobs/trylogs (UNIX and Linux) or *install_path*\NetBackup\db\jobs\trylogs (Windows).
- bpdbjobs output: run bpdbjobs to obtain the state and status of all jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1002

Message: Discovery detected a failed client

Explanation: The query rules cannot exclude one or more clients, and these clients cannot be selected for backup. A host name problem may be the cause of this error.

Recommended Action: See the job details log for more specific information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1004

Message: Failed to get the Snapshot Manager name.

Explanation: Snapshot or backup job cannot find the associated Snapshot Manager to start a job. This issue may happen if the required NetBackup service is not reachable.

Recommended Action: Check if the NetBackup Web Management Console (`nbwmc`) service is up and running. Then stop and restart the service if necessary.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1005

Message: Missing one or more of the required policy values for `unix_eca_cert_path`, `unix_eca_trust_store_path`, or `unix_eca_private_key_path`.

Explanation: Configured policy fields `unix_eca_crl_path`, `unix_eca_crl_check_level`, or `unix_eca_key_passphrasefile` are present but one of the required fields have been omitted (Required fields: `unix_eca_cert_path`, `unix_eca_trust_store_path`, or `unix_eca_private_key_path`).

Recommended Action: Reset policy fields `unix_eca_crl_path`, `unix_eca_crl_check_level`, and `unix_eca_key_passphrasefile` if you only have windows clients. Otherwise, set required fields `unix_eca_cert_path`, `unix_eca_trust_store_path`, and `unix_eca_private_key_path`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1006

Message: Missing one or more of the required policy values for `win_eca_cert_path`, `win_eca_trust_store_path`, or `win_eca_private_key_path`.

Explanation: Configured policy fields `win_eca_crl_path`, `win_eca_crl_check_level`, or `win_eca_key_passphrasefile` are present but one of the required fields have been omitted (Required fields: `win_eca_cert_path`, `win_eca_trust_store_path`, `win_eca_private_key_path`).

Recommended Action: Reset policy fields `win_eca_crl_path`, `win_eca_crl_check_level`, and `win_eca_key_passphrasefile` if you only have UNIX clients. Otherwise, set required fields `win_eca_cert_path`, `win_eca_trust_store_path`, and `win_eca_private_key_path`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1007

Message: Cannot specify policy values for `win_eca_cert_path`, `win_eca_trust_store_path`, `win_eca_private_key_path`, and `win_eca_key_passphrasefile` when the policy value `win_eca_cert_store` is specified.

Explanation: The policy field `win_eca_cert_store` requires the policy field `win_eca_crl_check_level` to be specified. The `win_eca_cert_path`, `win_eca_trust_store_path`, `win_eca_private_key_path`, and `win_eca_key_passphrasefile` fields do not need to be set.

Recommended Action: Set the required policy field `win_eca_crl_check_level` and reset policy fields `win_eca_cert_path`, `win_eca_trust_store_path`, `win_eca_private_key_path`, and `win_eca_key_passphrasefile` or reset the policy field `win_eca_cert_store`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1008

Message: Missing required field `unix_eca_crl_path`.

Explanation: The policy field `unix_eca_crl_path` is required only when `unix_eca_crl_check_level` is `use_path`.

Recommended Action: Set the policy field `unix_eca_crl_path` or change `unix_eca_crl_check_level` to either `use_cdp` or `disabled`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1009

Message: Missing required field `win_eca_crl_path`.

Explanation: The policy field `win_eca_crl_path` is required only when `win_eca_crl_check_level` is `use_path`.

Recommended Action: Set the policy field `win_eca_crl_path` or change `win_eca_crl_check_level` to either `use_cdp` or `disabled`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1010

Message: Field `unix_eca_crl_check_level` must be `use_path` if field `unix_eca_crl_path` is specified.

Explanation: The policy field `unix_eca_crl_check_level` must be set to `use_path` when `unix_eca_crl_path` is specified.

Recommended Action: Set the policy field `unix_eca_crl_check_level` to `use_path` or reset the policy field `unix_eca_crl_path`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1011

Message: Field `win_eca_crl_check_level` must be `use_path` if field `win_eca_crl_path` is specified.

Explanation: The policy field `win_eca_crl_check_level` must be set to `use_path` when `win_eca_crl_path` is specified.

Recommended Action: Set the policy field `win_eca_crl_check_level` to `use_path` or reset the policy field `win_eca_crl_path`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1012

Message: Missing required field `win_eca_crl_check_level`.

Explanation: When the policy field `win_eca_cert_store` is specified it also requires `win_eca_crl_check_level` to be specified.

Recommended Action: Set the policy field `win_eca_crl_check_level` and also set the policy field `win_eca_crl_path` if `win_eca_crl_check_level` is `use_path`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1013

Message: Invalid `deployment_cert_source` value, `file` must be specified.

Explanation: Cannot specify a `cert_store` value for `deployment_cert_source` if `win_eca_cert_store` is not specified.

Recommended Action: Change `deployment_cert_source` value from `cert_store` to `file`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1014

Message: Invalid `deployment_cert_source` value, `cert_store` must be specified.

Explanation: Cannot specify the `file` value for the `deployment_cert_source` when `win_eca_cert_store` is specified.

Recommended Action: Change the `deployment_cert_source` value from `file` to `cert_store`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1019

Message: Failed to get Snapshot Manager capability.

Explanation: NetBackup is unable to retrieve the Snapshot Manager capability parameters from the EMM database.

Recommended Action: Perform the following, as appropriate:

- Ensure that the NetBackup service – `nbemm` is up and running.
- Perform a refresh configuration operation of the Snapshot Manager using the `tpconfig` command to reset capability parameters in EMM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1020

Message: Failed to get the last backup snapshot ID.

Explanation: For vendor change tracking (VCT) based backups, NetBackup is unable to find the snapshot identifier for last reference snapshot image.

Recommended Action: Ensure that the last reference snapshot image exists before you retry a VCT-based incremental backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1021

Message: The maintenance version that is specified is not the same base version as installed version.

Explanation: The package name that is specified using either `nbinstallcmd -package option` or `bpplinfo -deployment_package` option must match the first three version numbers of the installed package.

For example:

- If package the name is `maint.nbclient_8.2.2.2` the installed package version must start with `8.2.2`.

Recommended Action: Change package name to match the base version.

For example:

- If package the name is `maint.nbclient_8.2.3.2` then change to `maint.nbclient.8.2.2.2` which matches the base release version `8.2.2` of the installed package `maint.nbclient.8.2.2.1`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1022

Message: The maintenance version that is specified cannot be older than installed version, or no update required.

Explanation: The package name that is specified using either `nbinstallcmd -package option` or `bpplinfo -deployment_package` option must be the same or newer than the installed package.

For example:

- If the installed package name is `maint.nbclient_8.2.2.2` the version that is specified in the new `maint.nbclient` package name must be `8.2.2.[2-9]`.

The update may not be required because of the following:

- The specified maintenance release has no updates applicable to the target host.
- The maintenance release is already installed on the target host.

Recommended Action: Change the `maint.client` or `maint.nbserver` package names version to be the same or newer than the installed package version. For example:

For example:

- If installed package is `maint.nbclient_8.3.0.5` then any new `maint.nbclient` package names version must be `8.3.0.[5-9]`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1023

Message: Invalid package name specified.

Explanation: The package name that is specified using either `nbinstallcmd -package option` or `bpplinfo -deployment_package` option is invalid.

Recommended Action: Change package name to match the format required `<name>_<version>`. Where the `<version>` Is a valid a NetBackup release like `8.2.1`.

The format of the package name must be one of the following:

- `nbclient_<version>`
- `nbserver_<version>`
- `nbeeb_<version>`
- `nbeeb.client_<version>`
- `nbeeb.server_<version>`
- `maint.nbclient_<version>`
- `maint.nbserver_<version>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1024

Message: The **BigData** policy cannot be used to protect Nutanix AHV VMs using a backup host with NetBackup version 8.3 or later.

Explanation: NetBackup does not support the **BigData** policy to protect Nutanix AHV virtual machines starting in NetBackup 9.0. The **BigData** policy needs to be converted to a **Hypervisor** policy.

Recommended Action: Migrate the policy by editing the existing **BigData** policy and selecting the policy type as **Hypervisor**. Refer to the *Migrating BigData policy to Hypervisor policy* topic in the NetBackup for Nutanix Acropolis Hypervisor (AHV) Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1026

Message: Cannot start the backup job, as another backup for the same asset, using the same policy is already running.

Explanation: This error occurs when you initiate a backup job for a PaaS asset when another backup job for that asset is already running with the same policy.

Recommended Action: Wait for the current backup to finish before you initiate a new backup for the same asset, with the same policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1057

Message: A data corruption has been detected.

Explanation: The data consistency check detected a data loss or data corruption in the Media Server Deduplication Pool (MSDP) and reported the affected backups.

Recommended Action: Search `storaged.log` on the server for the affected backups and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1058

Message: A data inconsistency has been detected and corrected automatically.

Explanation: The data consistency check detected a potential data loss and fixed it automatically in the Media Server Deduplication Pool (MSDP).

Recommended Action: Search the `storaged.log` file on the pertinent media server. Contact support to investigate the root cause if the problem persists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1227

Message: Key group does not have an active key.

Explanation: Did not retrieve an active key record detail in a key group from the Key Management Service (KMS).

Recommended Action: See the `errorDetails` in the JSON output for additional details.

Check whether required keys are present in Key Management Service (KMS) by running the following commands:

- Run the following to verify that the key record is in an active state: `nbkmscmd -listkeys -name <kms name> -keyGroupName <key_group_name>`
- Run the following to create a new key if key is not present in a group: `nbkmscmd -createKey -name <configuration name> -KeyName <name of the key to be created> -keyGroupName < key group name>`
- Run the following to activate the key if any of the key records are not in an active state in a group: `nbkmsutil -modifykey -keyname <key_name> -kgname <key_group_name> -activate`

If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1229

Message: Key group was not found.

Explanation: Did not retrieve the key group details from the Key Management Service (KMS).

Recommended Action: See the `errorDetails` in the JSON output for additional details.

- Run the following to verify whether the group is present in the KMS server: `nbkmscmd -listkeys -name <kms name> -keyGroupName <key_group_name>`
- Run the following to create a key group in the KMS server: `nbkmscmd -createKey -name <configuration name> -KeyName <name of the key to be created> -keyGroupName <name of the key group associated with the key>`

If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1260

Message: Key record was not found.

Explanation: Did not retrieve the key record details from the Key Management Service (KMS). This issue may be because an active key record is not found in a group.

Recommended Action: See the `errorDetails` in the JSON output for additional details.

Check whether required keys are present in Key Management Service (KMS) by running the following commands:

1. Get configured KMS information by running: `nbkmscmd -listKMSConfig -name <kms_configuration_name>`
   - If the `Enabled for Backup` option is set to false for the existing KMS server then set it to true state by running: `nbkmscmd -updateKMSConfig`
   - If the KMS configuration is not present for the KMS server then add a new KMS configuration with the `Enabled for Backup` option by running: `nbkmscmd -configureKMS`

   Verify that the desired key groups are present in the KMS server where `Enabled For Backup` is set to true.
2. Get list of keys by running: `nbkmscmd -listKeys -name <kms_configuration_name>`
3. If the key is not present then run `nbkmscmd -createKey -name <configuration name> -KeyName <name of the key to be created> -keyGroupName <name of the key group associated with the key>` to add the key record to the KMS server.

If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1288

Message: Failed to retrieve the Key Management Service (KMS) details.

Explanation: Failed to retrieve the details of the configured Key Management Service (KMS).

Recommended Action: See the `errorDetails` in JSON output for additional details.

This error can occur due to NetBackup Key Management Service (KMS) is not running or the NetBackup Key Management Service (KMS) is not configured.

Verify if the NetBackup Key Management Service (KMS) is running and configured by running the following:

1. Run the `nbkmscmd -listKMSConfig -name <kms_configuration_name>` command to verify if the `nbkms` service is configured.
2. If the `nbkms` service is not configured then run the `nbkmscmd -configureKMS` to configure the NetBackup KMS service.
3. Run the `nbkmscmd -discoverNBkms` command if the `nbkmscmd -configureKMS` command recommends running this command.
4. Verify that the `nbkms` service is configured by running the `nbkmscmd -listKMSConfig -name <kms_configuration_name>` command.
5. Verify that the `nbkms` service is up and in a running state by executing the `nbkmscmd -validateKMSConfig -name <kms_ configuration_name>` command.

If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1289

Message: Failed to create the Key Management Service (KMS) configuration.

Explanation: Failed to create the Key Management Service (KMS) with the given configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1290

Message: Failed to update the KMS configuration.

Explanation: The following items are possible reasons that the KMS configuration update did not succeed:

- None of the attributes are provided.
- The NetBackup KMS configuration is to be updated, however KMIP attributes are provided. The KMIP attributes are not valid for NetBackup KMS configuration update.

Recommended Action: When you update the KMS configuration, ensure the following:

- Provide at least one attribute.
- To update the NetBackup KMS configuration, ensure that the KMIP attributes are not provided.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1291

Message: The NetBackup Key Management Service (NBKMS) is already configured, but not registered.

Explanation: The NetBackup KMS is not automatically registered during upgrade.

Recommended Action: Run the `nbkmscmd` command to discover NetBackup KMS. For more information on the `nbkmscmd` command, see the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1292

Message: The NetBackup Key Management Service (NBKMS) cannot be registered because it is not configured.

Explanation: An attempt was made to register the NetBackup KMS, whereas the NetBackup KMS is not yet configured. Make sure NetBackup KMS is configured and the service is running before registering.

Recommended Action: Run the `nbkmscmd` command to configure NetBackup KMS. This step automatically registers NetBackup KMS. For more information on the `nbkmscmd` command, see the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1293

Message: The JSON string cannot be processed.

Explanation: There is a parsing issue in the output received from External Key Management Service (EKMS).

Recommended Action: See the `errorDetails` in the response JSON output for additional details. A retry of the same operation should resolve the issue. For more details, review the `nbkmiputil` and `nbwebservice` logs. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1294

Message: Time-out has occurred sending the JSON string to the NetBackup key management utility.

Explanation: The time-out occurs at the time of retrieving the key record details from External Key Management Service (EKMS). The time-out may be because of the EKMS server name or a port is not configured in KMS configuration.

Recommended Action: See the `errorDetails` in the JSON output for additional details.

Verify the KMS server name and the port number in the KMS configuration using the `nbkmscmd -listKMSConfig` command. If everything seems to proper in the KMS configuration, run the `nbkmscmd -validateKMSConfig -name <KMS Configuration Name>` command.

A retry of the same operation can resolve the issue. For more details, review the `nbkmiputil` and `nbwebservice` logs. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1295

Message: The JSON string cannot be read from the NetBackup key management utility as the utility is executed.

Explanation: There is a parsing issue in the output that was received from External Key Management Service (EKMS).

Recommended Action: See the `errorDetails` in JSON output for additional details. A retry of the same operation can resolve the issue. For more details, review the `nbkmiputil` and `nbwebservice` logs. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1296

Message: The KMS configuration cannot be validated.

Explanation: The NetBackup KMS should be configured and the service should be running before it can be validated.

Recommended Action: Ensure that the `nbkms` service is up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1297

Message: The KMS key cannot be created.

Explanation: The required attributes to create KMS key are missing or incorrect.

Recommended Action: Ensure that the required KMS key attributes are provided.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1298

Message: Cannot communicate with one or more key management servers.

Explanation: One or more KMS servers are configured in the given NetBackup domain. A key is queried to `nbwmc` as a part of a backup or a restore job. While a key from a KMS server is retrieved, some communication errors are seen. Some of the errors can be KMS not reachable or the credentials that are used to connect to the KMS server are not valid.

Recommended Action: Run the `nbkmscmd -validateKMSConfig -name <KMS Configuration Name>` command to retrieve and review the error details. You can use the `nbkmscmd -listKMSConfig` command to see the configured KMS server and the `<KMS Configuration Name>`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1299

Message: The KMS configuration pre-check failed.

Explanation: This error occurs if any of the following conditions is not met:

- You should specify either `credId` or `pkiAttributes`. Do not specify both at the same time.
- One of the following fields is mandatory: `credId` or `pkiAttributes`.
- The `kmsServerAttributes` field is mandatory and it cannot be blank.
- The certificate is mandatory and it cannot be blank.
- The CA Certificate is mandatory and it cannot be blank.
- The private key is mandatory and it cannot be blank.
- The operation is not supported for the following KMS type: `NBKMS`.

Recommended Action: Verify the following as needed:

- You need to specify either `credId` or `pkiAttributes`. Do not specify both at the same time.
- Verify that you have one of the following mandatory fields: `credId` or `pkiAttributes`.
- Verify that the mandatory field `kmsServerAttributes` is not blank.
- Review the certificate. The certificate is mandatory and it cannot be blank.
- Review the CA Certificate. The CA Certificate is mandatory and it cannot be blank.
- Review the private key. The private key is mandatory and it cannot be blank.
- Verify that `NBKMS` is not used. The operation is not supported for that KMS type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1304

Message: Failed to update key in KMS.

Explanation: The operation to update the key in the NetBackup KMS failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation runs with the REST API, the request payload may be invalid. Review the API documentation for the correct request payload.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1305

Message: Failed to update key group in KMS.

Explanation: The operation to update the key group in NetBackup KMS failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation runs with the REST API, the request payload may be invalid. Review the API documentation for the correct request payload.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1306

Message: Failed to delete key in KMS.

Explanation: The operation to delete the key in NetBackup KMS failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1307

Message: Failed to delete key group in KMS.

Explanation: The operation to delete the key group in KMS has failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1308

Message: Failed to create key group in KMS.

Explanation: The operation to create the key group in KMS failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation runs with the REST API, the request payload may be invalid. Review the API documentation for the correct request payload.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1309

Message: Failed to modify Host Master Key.

Explanation: The operation to modify the Host Master Key failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1310

Message: Failed to modify Key Protection Key.

Explanation: The operation to modify Key Protection Key failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1311

Message: Failed to recover key from KMS.

Explanation: The operation to recover the key in KMS failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation runs with the REST API, the request payload may be invalid. Review the API documentation for the correct request payload.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1312

Message: Failed to fetch key group from KMS.

Explanation: The operation to fetch the key group from KMS failed.

Recommended Action: Perform the following as appropriate:

- Confirm that the NetBackup KMS is configured.
- If the operation continues to fail, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1313

Message: The specified credentials of cloud KMS are not valid.

Explanation: Either the cloud credential does not exist in NetBackup or it's not valid.

Recommended Action: Perform the following as appropriate:

- Log on to web UI and navigate to the **Credential management** page. Verify that a valid **Cloud KMS** credential entry exists in NetBackup.

- If incorrect details were specified, delete and recreate the entry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1314

Message: The specified credentials of cloud KMS proxy server do not exist.

Explanation: The specified proxy server credential does not exist in NetBackup.

Recommended Action: Perform the following as appropriate:

- Log on to the web UI and navigate to **Credential management** page. Verify that a valid **Proxy Server** credential entry exists in NetBackup.
- If incorrect details were specified, delete and recreate the entry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1315

Message: The cloud KMS configuration is not valid.

Explanation: NetBackup is not able to connect to cloud KMS using the specified configuration information.

Recommended Action: Perform the following as appropriate:

- Verify that a valid existing cloud credential is mapped to the cloud KMS configuration.
- Make sure that a valid existing proxy server credential is mapped to the cloud KMS configuration if the proxy server credential is specified. Confirm that the proxy server is up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1316

Message: Failed to decrypt data.

Explanation: NetBackup is not able to decrypt the data using the KMS key that is created in the cloud.

Recommended Action: Perform the following as appropriate:

- Make sure that a valid KMS key exists on the cloud KMS and that the service account whose credentials are specified in NetBackup has access to it.

- Make sure that the KMS key entry exists in NetBackup and is active.
- Make sure that the service account has KMS decrypt permission.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1317

Message: Failed to encrypt data using the specified key.

Explanation: NetBackup is not able to encrypt the data using the KMS key that is created in cloud.

Recommended Action: Perform the following as appropriate:

- Make sure that a valid KMS key exists on cloud KMS and that the service account whose credentials are specified in NetBackup has access to it.
- Make sure that the KMS key entry exists in NetBackup.
- Make sure that the service account has KMS encrypt permission.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1318

Message: The specified KMS configuration cannot be deleted.

Explanation: NetBackup is unable to delete the specified KMS configuration. One cause of this error is that other resources are dependent on the KMS configuration.

Recommended Action: Delete all the KMS keys that are associated with this KMS configuration. Then delete the KMS configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1401

Message: Invalid arguments received

Explanation: Invalid input arguments pass to the Hold Service.

Recommended Action: Ensure that all the required parameters are passed with the correct values.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1402

Message: Hold ID or Hold name argument is invalid

Explanation: The `nbholdutil` command contains an invalid `-holdid` or `-holdname` option that passes to the root Hold Service.

Recommended Action: Check the `-holdid` and `-holdname` options for valid values.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1403

Message: Backup ID argument is invalid

Explanation: The `nbholdutil` command contains an invalid `-backupid` option that passes to the root Hold Service.

Recommended Action: Check the `-backupid` option for a valid value.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1405

Message: No images are found.

Explanation: The `nbholdutil` command contains a `-backupid` for an image that cannot be found.

Recommended Action: Check that the `-backupid` option is for a valid image.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1407

Message: Invalid hold state

Explanation: The hold state is invalid.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1408

Message: Database error

Explanation: The hold service fails to get hold related information.

Recommended Action: Make sure that the Hold database and the DBM services are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1409

Message: Unable to connect to database

Explanation: The hold service fails to connect to the Hold database.

Recommended Action: Make sure that the Hold database and the DBM services are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1410

Message: No data found

Explanation: No images or hold copies are found for the given values.

Recommended Action: Make sure that all the required parameters are passed with their correct values.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1411

Message: Catalog error

Explanation: You try to update the image catalog.

Recommended Action: Check that the image copy on which the hold operation is applied is valid and not expired.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1412

Message: Hold record is being updated

Explanation: A hold operation is in the process of being updated.

Recommended Action: Retry the operation at a later time or restart the `nbim` service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1413

Message: Requested hold is not found

Explanation: The `nbholdutil` command requests a hold that does not exist.

Recommended Action: Check the `-holdname` and `-holdid` options. You can use `nbholdutil -list` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1414

Message: Duplicate hold found

Explanation: You try to create a hold whose name is used by another hold.

Recommended Action: Try a different name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1415

Message: Duplicate image found

Explanation: Reserved for future use.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1416

Message: Partially failed due to duplicate image

Explanation: Reserved for future use.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1417

Message: Partially failed due to unhold image

Explanation: Backup image copy is already removed from the specified hold.

Recommended Action: Make sure that you provide the correct backup ID and that it is present in the current hold.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1418

Message: Requested image is not found

Explanation: The backup image with the specified backup ID is not found. Either the image is expired or the given backup ID is invalid.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1419

Message: Partially failed due to invalid image copy

Explanation: Reserved for future use.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1420

Message: Cannot expire on hold image copy.

Explanation: You try to expire an image copy (by using bpexpdate or the **NetBackup Administration Console**) that is on hold.

Recommended Action: Remove all holds from this backup image. Or remove holds from all images on this backup ID to expire the backup image.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1421

Message: Active holds cannot be changed

Explanation: You try to update a hold that is in an active state.

Recommended Action: Restart the NBIM service

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1422

Message: Cannot deassign media on hold

Explanation: The user tries to de-assign a media having an image copy that is on hold.

Recommended Action: Lift the holds on the image copies that are backed up on the media being de-assigned.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1423

Message: Unable to retrieve hold status of the image copies

Explanation: Reserved for future use.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1425

Message: Requested hold is not found

Explanation: The hold service cannot find holds with the specified hold name or hold ID.

Recommended Action: Use the `nbholdutil -list` to list all holds. Check that the specified `-holdname` and `-holdid` options are valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1426

Message: Retired holds cannot be changed

Explanation: Reserved for future use.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1500

Message: Storage unit does not exist or cannot be used where specified

Explanation: The storage unit or storage unit group that you specify for one or more destinations in storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the specified storage unit or storage unit group exists in the NetBackup database.
- Verify that the specified storage unit is not of type **BasicDisk** or **Staging**, because storage lifecycle policies do not support them.
- Verify that the storage unit is not specified for snapshot destinations in storage lifecycle policy. Snapshot destinations do not require a storage unit in the storage lifecycle policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1501

Message: Source operation cannot be used where specified

Explanation: The source that you specify for one or more duplication destinations in storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the specified source refers to a valid destination in the list of destinations in storage lifecycle policy.
- Verify that the **Backup** or **Snapshot** destination type does not have any source specified. If you use `nbstl` to configure storage lifecycle policy, use value zero (0) as the source for a backup or a snapshot destination type.

- Verify that the destination that refers to the specified source is not a **Snapshot** destination type. NetBackup cannot duplicate a backup image that uses snapshot copy as a source.
- Verify that the specified source does not refer to the destination itself for which the source is mentioned.
- Verify that the specified list of destinations in a storage lifecycle has a circular dependency for the source.
- For cloud snapshot replication, the source must be snapshot operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1502

Message: Retention type cannot be used where specified

Explanation: The retention type that you specify for one or more destinations in storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the retention type that you specify in the storage lifecycle policy is either of **Fixed**, **Staged capacity managed**, or **Expire after duplication**.
- Verify that the **Expire after duplication** retention type is used for a destination only if it is specified as a source to other destinations in storage lifecycle policy.
- Verify that the **Staged capacity managed** retention type is used in storage lifecycle policy only for the disk destinations that support **Capacity management** capabilities.
- Verify that the **Snapshot** destination type in storage lifecycle policy uses **Fixed** retention type only.
- For cloud snapshot replication only, fixed retention type is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1503

Message: Volume pool does not exist or cannot be used where specified

Explanation: The volume pool that you specify for one or more destinations in the storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the specified volume pool exists in NetBackup database.

- Verify that the volume pool is not specified for the **Backup** destination type in storage lifecycle policy.
- Verify that the volume pool is not specified for the **Snapshot** destination type in storage lifecycle policy.
- Verify that the volume pool is not specified for the **Duplication** destination type that uses disk storage units in storage lifecycle policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1504

Message: Server group does not exist or cannot be used where specified

Explanation: The media server group that you specify for one or more destinations in storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the specified media server group exists in NetBackup database.
- Verify that the media server group is not specified for **Backup** destination types in storage lifecycle policy.
- Verify that the server group is not specified for **Snapshot** destination types in storage lifecycle policy.
- Verify that the media server group is not specified for **Duplication** destination types that use disk storage unit in storage lifecycle policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1505

Message: alternate read server does not exist or cannot be used where specified

Explanation: The alternate read server that you specify for one or more destinations in storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the specified alternate read server exists in the NetBackup database.
- Verify that the alternate read server is not specified for **Backup** destination types in storage lifecycle policy.
- Verify that the alternate read server is not specified for **Snapshot** destination types in storage lifecycle policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1506

Message: data classification does not exist

Explanation: The data classification that you specify in the storage lifecycle policy is not valid.

Recommended Action: Verify that the specified data classification exists in the NetBackup database.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1507

Message: Invalid deferred operation flag

Explanation: The deferred operation flag is not valid for the SLP operation.

Recommended Action: Do the following:

- If you used the `nbstl -defop` command, make sure that the specified argument is one of the following: f, F, t, or T.
  For more information on the `nbstl` command, see the NetBackup Commands Reference Guide.
- Make sure that the flag is not set for the primary SLP operations: Backup, snapshot, and import.
- Make sure that the source copy has fixed retention.
- Refer to the detailed log messages for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1508

Message: Storage lifecycle policy exceeds maximum copies

Explanation: The list of destinations that you specify in the storage lifecycle policy exceeds 10, the maximum number of allowed backup copies.

Recommended Action: Verify that the number of destinations that you specify in the storage lifecycle policy does not exceed 10.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1509

Message: Storage lifecycle policy exceeds maximum backup operations

Explanation: The number of **Backup** type destinations that you specify in storage lifecycle policy exceeds the maximum number of simultaneous copies allowed.

Recommended Action: Verify that the number of **Backup** type destinations that you specify in the storage lifecycle policy is less than or equal to 4. (The default value of the **maximum number of allowed simultaneous copies** parameter is 4.)

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1510

Message: storage lifecycle policy cannot have more than one snapshot operation

Explanation: The list of destinations that you specify in the storage lifecycle policy exceeds the maximum number of allowed snapshot destinations.

Recommended Action: Verify that the storage lifecycle policy is not configured with more than one “Snapshot” type of destinations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1511

Message: storage lifecycle policy must have at least one fixed retention or snapshot rotation operation

Explanation: The specified storage lifecycle policy does not have any destination with a retention type of **Fixed**.

Recommended Action: Verify that the specified storage lifecycle policy has at least one destination that is configured with a **Fixed** retention type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1512

Message: storage lifecycle policy must have at least one backup, import, or snapshot operation

Explanation: The specified storage lifecycle policy does not have any backup destination.

Recommended Action: Verify that the storage lifecycle policy has at least one **Backup** type of destination.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1513

Message: invalid priority

Explanation: The duplication priority that you specify in the storage lifecycle policy is not valid.

Recommended Action: Verify that the duplication priority that you specify in the storage lifecycle policy is in the range of 0 to 99999.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1514

Message: invalid operation type

Explanation: The destination type that you specify on one or more destinations in the storage lifecycle policy is not valid.

Recommended Action: Do the following, as appropriate:

- Verify that the destination type that you specify on each destination in storage lifecycle policy is either **Backup**, **Duplication**, or **Snapshot**.
- If you are use the `nbstl` command to configure storage lifecycle policy, the following are the valid values for the destination type: 0 indicates **Backup**, 1 indicates **Duplication**, and 2 indicates **Snapshot**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1515

Message: Multiplexing value is not valid or cannot be used where specified

Explanation: The preserve multiplexing flag that you specify on one or more destinations is not valid.

Recommended Action: Do the following, as appropriate:

- If you use the `nbstl` command to configure storage lifecycle policy, then verify that the valid values are used to indicate the preserve multiplexing flag for each destination. The value “T” or “t” indicates true (Preserve multiplexing). The value “F” or “f” indicates false (do not preserve multiplexing).
- Verify that destinations of type **Backup** are not configured to preserve multiplexing.
- Verify that destinations of type **Snapshot** are not configured to preserve multiplexing.
- Verify that destinations of type **Duplication** that are using disk storage units are not configured to preserve multiplexing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1516

Message: all storage units or groups must be on the same media server

Explanation: The destinations of type **Backup** specified in storage lifecycle policy are not accessible by the same media server.

Recommended Action: Verify that all the destinations of type **Backup** are accessible by at least one common media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1517

Message: Invalid retention level

Explanation: The retention level that you specify for one or more destinations in storage lifecycle policy is not valid.

Recommended Action: Verify that the retention level that you specify on each destination in storage lifecycle policy is in the range of 0 to 100.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1518

Message: backup image is not supported by storage lifecycle policy

Explanation: The backup image is unsupported by the configured storage lifecycle policy.

Recommended Action: Do the following, as appropriate:

- Verify that if a NetBackup policy is configured to perform snapshot backups and uses storage lifecycle policy as its storage destination, then the specified storage lifecycle policy must be configured with a snapshot destination. Otherwise, backup images that are created by those NetBackup policies are not processed further by storage lifecycle policy for any lifecycle operations.
- Verify that NetBackup policies that use the storage lifecycle policy as a storage destination are not configured to perform “snapshots-only” operations. They must create backups in addition to snapshots. The Storage lifecycle policy even though configured with a snapshot destination, performs lifecycle operations on such images only if they have at least one backup copy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1519

Message: Images are in process

Explanation: The operation in progress cannot complete because the SLP processing of the images is not complete.

Recommended Action: Wait until the image processing is done, then retry the operation. Or, terminate the SLP processing for the needed images.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1521

Message: Database not available

Explanation: The import manager is not able to access the NetBackup database.

Recommended Action: Do one of the following:

- Make sure that the database service is running.
- Make sure that the disk is not full.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1522

Message: Error executing database query

Explanation: An SQL error is in the import manager.

Recommended Action: Examine the log files for the `nbstserv` process or originator ID 369 for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1523

Message: Invalid fragment

Explanation: NetBackup received from a storage device a replication notification event in an unrecognized format.

Recommended Action: Check the NetBackup Problems Report for details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1524

Message: Duplicate image record

Explanation: NetBackup received from a storage device a replication notification event for a backup ID that already exists in the NetBackup catalog.

Recommended Action: Do one of the following:

- Check the NetBackup Problems Report for details.
- Delete the duplicate image from storage because NetBackup cannot do it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1525

Message: Invalid lsu

Explanation: NetBackup received a replication notification event that indicates an image exists on an unknown or unconfigured disk volume (LSU).

Recommended Action: Do one of the following:

- Configure the LSU as a valid disk volume in a valid disk pool, and create a valid storage unit for it. Associate this storage unit with an import storage lifecycle policy.
- Reconfigure the replication on your storage devices to use a replication target disk volume (LSU) that NetBackup recognizes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1526

Message: Storage lifecycle policy exceeds maximum import operations

Explanation: The storage lifecycle policy definition cannot be created or modified as specified because it can contain only one import destination.

Recommended Action: Configure the storage lifecycle policy with only one import destination.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1527

Message: storage lifecycle policy can have only one of backup, import, and snapshot operations

Explanation: The storage lifecycle policy definition cannot be created or modified as specified because a storage lifecycle policy with an import destination cannot also have backup or snapshot destinations.

Recommended Action: Configure the storage lifecycle policy with only one import destination and additional destinations of type duplication only.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1528

Message: The source copy for an Auto Image Replication is not capable of replication

Explanation: The storage lifecycle policy (SLP) definition cannot be created or modified as specified because you have selected an Auto Image Replication destination that duplicates a copy not capable of duplication across master servers.

Recommended Action: Do one of the following:

- If you use the command line, ensure that you specify the correct SLP destination index number for the source copy.
- Use the appropriate indentation to indicate the correct source storage lifecycle policy destination in the GUI.
- Ensure that the source uses a storage unit that is capable of replication. The storage unit is specified by the SLP destination index on the CLI or by indentation in the GUI. That is, check the properties of the disk volumes within the disk pool that the storage unit specifies.
- After you set a replication target, you must refresh the disk pool. In the **NetBackup Administration Console**, in the left pane, expand **Media and Device Management Devices** > **Disk Pools**. In the right pane, select the disk pool that you want to update. In the **Change Disk Pool** dialog box, click **Refresh** to configure the replication settings for the disk pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1529

Message: The source copy for Auto Image Replication must specify a storage unit

Explanation: One of the following may have occurred:

- The storage lifecycle policy definition cannot be created or modified as specified because an Auto Image Replication destination is specified which duplicates a copy that may not be capable of duplication across master servers.
- You are trying a replication by using a storage unit group. Auto Image Replication does not support replicating from or replicating to a storage unit group. That is, the source copy cannot be in a storage unit group, and the target cannot be a storage unit group.

Recommended Action: Do one or more of the following:

- If you use the command line, ensure that you specify the correct storage lifecycle policy destination index number for the source copy.
- Ensure that you use the appropriate indentation to indicate the correct source storage lifecycle policy destination in the GUI.
- Ensure that the source that is specified by either the storage lifecycle policy destination index on the CLI or by indentation in the GUI uses a storage unit (not a storage unit group, storage lifecycle policy or Any Available) that is capable of replication. That is, check the properties of the disk volumes within the disk pool that the storage unit specifies.

- Ensure that you are not using a storage unit group for replication. For the source copy, select a storage unit that is not in a storage unit group. For the target, do not select a storage unit group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1530

Message: Only one Auto Image Replication allowed per copy

Explanation: The storage lifecycle policy definition cannot be created or modified as specified because an Auto Image Replication destination is specified which duplicates a copy which already has an Auto Image Replication specifying it as a source copy.

Recommended Action: Do one of the following:

- If you use the command line, ensure that you specify the correct storage lifecycle policy destination index number for the source copy.
- Ensure that you use the appropriate indentation to indicate the correct source storage lifecycle policy destination in the GUI.
- Ensure that the source that is specified by either the storage lifecycle policy destination index on the CLI or by indentation in the GUI does not have more than one Auto Image Replication destination specifying it as its source copy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1531

Message: An import storage lifecycle policy requires one copy with remote retention type

Explanation: The storage lifecycle policy definition cannot be created or modified as specified because an imported image must make at least one copy by using the (imported) remote retention type.

Recommended Action: Add a destination to the storage lifecycle policy that uses the remote retention type.

Do one of the following:

- Change one of the destinations in the storage lifecycle policy to use the remote retention type. If the storage lifecycle policy has only one destination that is an import destination, then it must be a remote retention type.

- Add a destination to the storage lifecycle policy which uses the remote retention type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1532

Message: Import failed because the imported image specifies an SLP name which does not exist

Explanation: The image imported does not match any configured storage lifecycle policy and was immediately expired.

Recommended Action: Do one of the following:

- Verify that the storage lifecycle policy in the source domain where you configured an Auto Image Replication matches the storage lifecycle policy in the destination domain where you configured the import. The match is case-sensitive.
- Add a storage lifecycle policy with an import destination using the same name as your storage lifecycle policy in the source domain.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1533

Message: Import failed because the imported image data class is different than the SLP data class

Explanation: The image that is imported has a data classification which does not match any of the import storage lifecycle policy data classifications and was immediately expired.

Recommended Action: Do one of the following:

- Change the data classification of the storage lifecycle policy in the source domain where you configured an Auto Image Replication to match the following: the data classification in the destination domain where you have configured the import. The match is case-sensitive.
  Verify that the storage lifecycle policy in the source domain where you configured an Auto Image Replication matches the following: the storage lifecycle policy in the destination domain where you configured the import. The match is case-sensitive.
- Change the data classification of the storage lifecycle policy in the destination domain where you configured an Auto Image Replication to match the following:

the data classification in the source domain where you have configured the import. The match is case-sensitive.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1534

Message: Import failed because the imported image specifies an SLP name with no import operation

Explanation: The imported image specifies a storage lifecycle policy name that is not an import storage lifecycle policy and is immediately expired.

Recommended Action: Use a different storage lifecycle policy name in the source domain where you configured an Auto Image Replication. This name must match a storage lifecycle policy name with an import destination in the destination domain where you have configured the import. The match is case-sensitive.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1535

Message: Import failed because the imported image backup ID conflicts with an existing image

Explanation: NetBackup attempted to import an image with a backup ID that already exists in the image catalog.

Recommended Action: Delete the duplicate image from storage because NetBackup cannot delete it. Use the following command:

```
# bpimage -deletecopy # -backupid backupid
```

where **#** is the copy number of the image that you want to delete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1536

Message: The storage unit or storage unit group cannot be deleted because an SLP references it

Explanation: You cannot delete a storage unit or storage unit group if a storage lifecycle policy (SLP) references it. The SLP may be an older version. The **NetBackup Administration Console** displays the most recent version of an SLP

while the reference to the storage unit or storage unit group may be located in an earlier version.

Recommended Action: Use the `nbstl` command to view and change the older SLP versions. Do the following in the order listed:

- Run the following command to display all versions of each SLP:

```
# nbstl -L -all_versions
```

- Determine the name and version of each SLP that references the storage unit or storage unit group.
- Run the following command to replace the storage unit (group) to be deleted with the name of a different storage unit.

```
# nbstl <SLP_name> -modify_version <version_number>...
```

For more information on storage lifecycle policy versions, see the NetBackup Administrator's Guide, Volume I.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1537

Message: Backup policy and storage lifecycle policy have conflicting configurations

Explanation: Some of the backup policy characteristics are not compatible with one of the SLP characteristics that is referenced in the policy attributes or policy schedules.

Recommended Action: In the **NetBackup Administration Console**, locate the **Change Storage Lifecycle Policy** dialog for the SLP in question. Then run the Validation Report to display the specific conflicts that pertain to the SLP. Correct those conflicts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1538

Message: Data classification in the SLP conflicts with backup policy

Explanation: The Data classification that you specify in the SLP does not match the data classification that is specified in the backup policy.

Recommended Action: Do one of the following:

- Change the policy to reference an SLP with a matching data classification
- Change the data classification in either the backup policy or the SLP so that they match.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1539

Message: Backup policy generates snapshots but storage lifecycle policy does not handle them

Explanation: The backup policy generates snapshots because you have selected the **Perform snapshot backups** and the **Retain snapshot for Instant Recovery or SLP management** on the **Change Policy** dialog box. The referenced SLP cannot process snapshots because it does not include a Snapshot operation.

Recommended Action: Do one of the following:

- Change the backup policy to use an SLP that provides snapshot support.
- Change the backup policy so it does not generate snapshots.
- Change the SLP to include a snapshot operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1540

Message: SLP expects snapshots but backup policy does not create them with SLP management enabled

Explanation: The maximum snapshot limit for this policy is reached and no existing snapshot is eligible for rotation.

Recommended Action: Find and expire the existing snapshot which is no longer needed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1541

Message: Snapshot creation failed. The maximum snapshot limit for the policy has been exceeded and no existing snapshots are eligible for expiration.

Explanation: One of the following is true:

- None of the existing snapshot copies is eligible for expiration because all the copies are in snapshot duplication pending mode.
- None of the existing snapshot copies is eligible for expiration, because they have not yet reached their retention period (fixed retention).

Recommended Action: Do not try to expire a snapshot copy that is still pending or has not reached its retention period. Check the maximum snapshot limit setting in your **Backup Policy>Attributes>Snapshot Options**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1542

Message: An existing snapshot is no longer valid or cannot be mounted for subsequent operations

Explanation: An existing snapshot has become corrupted or the snapshot no longer contains all the required data. It cannot be mounted and cannot be used for any further NetBackup operations, including backup from snapshot or restore. Any pending SLP operations have been automatically canceled

Recommended Action: Run a new backup job to generate a new snapshot.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1543

Message: Policy type is not compatible with SLP operations

Explanation: Policies of the type that you specify cannot be used with the referenced SLP because they do not support the SLP operations, including SLP characteristics such as snapshot operations.

Recommended Action: Choose a different SLP that is compatible with the policy type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1545

Message: Schedule type is not compatible with SLP operations

Explanation: A policy schedule refers to an SLP as its storage destination, but the schedule type is not compatible with the operations performed by the SLP.

Recommended Action: Choose a different SLP that is compatible with the schedule type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1546

Message: Capacity managed retention type is not compatible with SLP operations

Explanation: Capacity managed retention has been chosen as the retention type for an SLP operation. That retention type does not support the SLP operations.

Recommended Action: Choose a different SLP that is compatible with the schedule type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1547

Message: Expire after copy retention requires a dependent copy

Explanation: When the retention type for an SLP operation is **expire after copy**, a dependent copy for that operation must use the **expire after copy** operation as its source.

Recommended Action: No operations can be performed on this snapshot. Expire it from the catalog.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1548

Message: Retention type is not compatible with snapshot operation

Explanation: The retention type that you selected for the snapshot operation in an SLP is not supported for snapshots.

Possible scenario: You configure the backup policy for Replication Director, and in the **Attributes** tab you select **Any Available** for the **Policy storage**. In the schedule for the backup policy, you select **Override policy storage selection** and select an SLP from the drop-down menu. The SLP contains a storage unit that uses a **Fixed** retention type. The backup policy validation fails and asks you to set the **Maximum Snapshot Limit** to **Managed by SLP Retention**.

Recommended Action: Do one of the following:

- Choose a different retention type.
- If the backup policy is configured for Replication Director, open the backup policy. In the **Attributes** tab, click **Options** to display the Replication Director options. If the values for the **Maximum Snapshots** do not include **Managed by SLP Retention**, select 0 (zero) instead. A value of 0 indicates the **Managed by SLP Retention** selection.
- For cloud snapshot replication only, fixed retention type is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1549

Message: TIR information selection is not compatible with SLP operations

Explanation: The backup policy has TIR information collection that is enabled and uses an SLP as its storage destination. One or more of the operations in the SLP do not support TIR information collection.

Recommended Action: Do one of the following:

- Remove the TIR information selection from the backup policy.
- Choose a different SLP to use with the backup policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1552

Message: The source and target storage units are not valid replication partners.

Explanation: The `nbstl` command has configured the lifecycle policy. One of the following is true:

- The target storage unit or group that is specified for the replication operation is not a replication partner for the source storage unit or group.
- Volumes that are configured in the target storage unit or group are not replication targets for the volumes that are configured in the source storage unit or group.
- You use the fully qualified name for the storage server. The storage server creation process requires the short version of the name as displayed in the `bpstsinfo -li` output.

Recommended Action: Do one of the following:

- Run the following command to get a list of matching target storage units or groups for the given source storage unit or group:

```
# nbdevquery -listreptargets -stunit source_stu_or_group
```

- Rerun the `nbstl` command with the target storage unit or group from the list that the `nbdevquery` command displays.
- Run the `bpstsinfo -li` command and check the output for the storage server name. The name that you use to create the storage server must match this name.
- Ensure that NetBackup is configured after the storage server configuration is complete. If not, use the **Change Disk Pool** dialog of the **NetBackup Administration Console** or the `nbdevconfig -updatedp` command to refresh each disk pool of the storage server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1553

Message: Checkpoints are not allowed with SLP operations

Explanation: The backup policy has checkpoint restart capability enabled and uses an SLP as its storage destination. The SLP contains one or more operations that do not support checkpoint restart.

Recommended Action: Do one of the following:

- Remove the checkpoint restart selection from the backup policy.
- Choose a different SLP to use with the backup policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1554

Message: Storage unit snapshot capability is not compatible with operation characteristics

Explanation: The snapshot capability of a storage unit does not support the SLP operation that uses it.

Recommended Action: Choose a storage unit that supports the correct capabilities.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1556

Message: The SLP deletion failed because a backup policy refers to it.

Explanation: An attempt to delete an SLP has failed because the SLP is still referenced in one or more backup policies.

Recommended Action: Change the backup policies to use other SLPs or storage units. Then try again to delete the SLP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1557

Message: Must specify mirror retention when target storage unit is mirror capable.

Explanation: You have specified a target storage unit that is mirror-capable for a replication operation in a storage lifecycle policy, but the retention is not mirror type.

Recommended Action: If you used a `nbstl` command to configure the storage lifecycle policy, rerun the command after the following: Specify the mirror retention type for the replication operation corresponding to the storage unit that is mirror-capable. Use the `bpstulist -U` command to view the storage unit properties. If the error occurs when you configure the storage lifecycle policy by using the GUI, submit a problem report and provide the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1558

Message: Mirror retention is not allowed when target storage unit is not mirror capable.

Explanation: When you configured the replication operation in a storage lifecycle policy, you specified a mirror retention for a target storage unit that is not mirror-capable.

Recommended Action: If you used a `nbstl` command to configure the storage lifecycle policy, rerun the command after you do the following: Specify the appropriate retention type (other than mirror retention) for the replication operation corresponding to the storage unit that is non-mirror capable. Use the `bpstulist -U` command to view the storage unit properties. If the error occurs when you configure the storage lifecycle policy by using the GUI, submit a problem report and provide the appropriate logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1559

Message: SLP referenced in policy or schedule not found

Explanation: The SLP named in the attributes of a backup policy or in one of the policy schedules cannot be found.

Recommended Action: Check the spelling of the SLP used in the policy. The SLP displayed in the **NetBackup Administration Console** or the `nbstl` command can be used to list the SLPs that have been defined. Select one of the defined SLPs to use in the backup policy or create one with the desired name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1560

Message: Fixed or rotation retention required without a replication operation

Explanation: An SLP that contains an Auto Image Replication operation must contain at least one operation with a **Fixed Snapshots** or **Maximum Snapshots** retention type.

Recommended Action: Add an operation with the required retention or change the retention of an existing operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1561

Message: Policy using NDMP conflicts with multiple **Backup From Snapshot** operations in storage lifecycle policy

Explanation: If the backup policy uses NDMP through either the policy type or the data mover type, it cannot use an SLP that contains multiple **Backup From Snapshot** operations.

Recommended Action: Do one of the following:

- Change the policy type or data mover type so that it is not NDMP.
- Use a different SLP that does not contain multiple **Backup From Snapshot** operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1562

Message: Backup schedule generates snapshots but storage lifecycle policy does not handle them

Explanation: A backup policy schedule generates snapshots but the SLP that is referenced by that schedule does not contain a **Snapshot** operation. Thus, the SLP cannot process snapshots.

Recommended Action: Select an SLP that begins with a Snapshot operation so that it can process the snapshot generated by the backup policy and schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1563

Message: SLP expects snapshots but backup schedule does not create them

Explanation: A backup policy schedule refers to an SLP that starts with a Snapshot operation and expects to process snapshots. The backup policy and the relevant schedule do not generate snapshots.

Recommended Action: Select an SLP that does not begin with a **Snapshot** operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1564

Message: Storage lifecycle policy contains errors

Explanation: NetBackup calls the SLP validation functions in `bpdbm`. Other error status values are returned.

Recommended Action: Check the other errors that are displayed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1565

Message: Policy snapshot method is not compatible with SLP snapshot operations

Explanation: The snapshot method chosen in the backup policy does not provide support for the snapshot operations defined in the referenced SLP.

Recommended Action: Use a different SLP that does not contain unsupported operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1566

Message: Storage unit required for snapshot operation when no other operation present

Explanation: NetBackup can determine which storage unit to use for a **Snapshot** operation if there are other operations in the SLP. If the **Snapshot** operation is the only operation in the SLP, a storage unit must be provided.

Recommended Action: Add a storage unit to the **Snapshot** operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1567

Message: Only one NDMP backup of a snapshot per backup ID is allowed

Explanation: A backup policy of type NDMP refers to an SLP that contains more than one Backup From Snapshot operation.

Recommended Action: Do one of the following:

- Modify the SLP so that it contains only one Backup From Snapshot operation.
- Modify the backup policy so that it uses a different SLP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1568

Message: Only one **Index From Snapshot** operation is allowed per storage lifecycle policy

Explanation: You have defined an SLP that contains more than one **Index From Snapshot** operation. Only one **Index From Snapshot** operation is allowed in an SLP.

Recommended Action: Change the backup policies to use other SLPs or storage units. Then try again to delete the SLP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1569

Message: Snapshot storage unit is not configured for primary snapshots. It cannot be used in snapshot operation.

Explanation: A snapshot-capable storage unit must be configured to handle primary snapshots if you want to use a **Snapshot** operation in an SLP.

Recommended Action: Do one of the following:

- Select a different storage unit that is snapshot-capable to use in the **Snapshot** operation.
- Change the configuration of the desired storage unit so that it supports primary snapshot operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1570

Message: Policy type does not support **Index from Snapshot**

Explanation: The backup policy type does not support **Index from Snapshot** operations. The SLP referenced by the policy contains an **Index from Snapshot** operation

Recommended Action: Select a different SLP that does not contain an **Index from Snapshot** operation

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1571

Message: Data mover type specified in policy does not support **Index from Snapshot**

Explanation: The data mover type selected in the backup policy does not support **Index from Snapshot** operations. The SLP referenced by the policy contains an **Index from Snapshot** operation.

Recommended Action: Select a different SLP that does not contain an **Index from Snapshot** operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1572

Message: Storage unit must be specified for this operation

Explanation: An SLP operation has been defined but no storage unit has been included in the operation. Other than **Snapshot** operations in some circumstances, all SLP operations require a storage unit to be defined.

Recommended Action: Add a storage unit to the SLP operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1573

Message: Backup image cannot be expired because its SLP processing is not yet complete

Explanation: You tried to expire one or more copies of an SLP-managed image. The SLP processing that depends on those copies is not complete. The image cannot be expired.

Recommended Action: Do one of the following:

- Wait until SLP processing for that image is complete, then retry the expiration operation.
- Use the `nbstlutil -cancel` command to cancel further processing on the relevant image. Then retry the expiration operation.
- Add the `-force_not_complete` option to the `bpexpdate` command to force expiration even if the image-copy is not SLP complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1574

Message: Data Classification name cannot be 'Any' while creating new data classification

Explanation: You cannot use 'Any' as the data classification name when you create a new data classification.

Recommended Action: Use a different name and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1575

Message: Data Classification auto creation failed

Explanation: You are automatically creating a new data classification that is the same as the data classification of the image that is being imported. The data classification of the image should reside on the master server where the image is being imported.

Recommended Action: Manually create the data classification on the master server with the same name as that of the image being imported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1576

Message: Topology validation failed

Explanation: The validation of the SLP topology fails.

Recommended Action: Do the following:

- Check that the media servers that are associated with the storage servers are running.
- Check the connectivity between the media server (or client) and the storage server (NetApp OnCommand server).
- Check the detailed messages supplied with this error to determine the vendor-specific errors.
  Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1577

Message: Storage unit in the SLP does not match the accelerator attribute in policy

Explanation: The storage unit you have selected for the SLP does not support the accelerator backup.

Recommended Action: Select a different storage unit for the SLP that does support the accelerator backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1578

Message: Invalid window close options

Explanation: The window close option is not valid for the SLP operation.

Recommended Action: If you used the `nbstl -wcopt` command, make sure that the specified argument is either SFN or SHN.

For more information on the `nbstl` command, please see the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1579

Message: One or more images were not processed because the window closed

Explanation: The processing window closes before all the images are processed. The remaining unprocessed images are processed when the window reopens.

Recommended Action: This behavior is expected and no action is necessary. Processing resumes when the next window opens.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1580

Message: VMware policy with PFI enabled requires an SLP

Explanation: When the 'Persistent Frozen Image' is enabled for a VMware policy, Replication Director protects the virtual machines. This policy configuration requires an SLP. This error message is shown at policy validation time.

Recommended Action: Use the VMware policy without Replication Director, or provide an SLP that has at least a Snapshot operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1581

Message: Non-application consistent VMware policy is not compatible with snapdupe operations

Explanation: Backup for Snapshot operations are not supported on Replication Director based VMware policies when Application Consistency is disabled. This error message is shown at policy validation time.

Recommended Action: Enable Application Consistency, or remove the Backup from Snapshot operation from the SLP definition.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1582

Message: Application consistent VMware policy requires VM quiesce

Explanation: Replication Director based VMware policies require that when Application Consistency is enabled, the virtual machines are quiesced. This error message is shown at policy validation time.

Recommended Action: Disable Application Consistency or enable virtual machine quiesce.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1583

Message: VMware policy with PFI enabled requires VIP auto discovery

Explanation: Persistent Frozen Image Replication Director based VMware policies require automatic discovery of virtual machines. The manual selection of virtual machines is not supported. You can select automatic discovery in the **NetBackup Administration Console**. The user can change the setting by using the CLI, but policy validation detects it and generates this error message.

Recommended Action: Enable automatic discovery of virtual machines.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1584

Message: VMware policy with 'Persistent Frozen Image' enabled requires schedule type of Full Backup

Explanation: Replication Director based VMware policies support only full schedule at this time.

Recommended Action: Use a full schedule and remove all incremental schedules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1585

Message: Backup image cannot be expired because not all dependent copies are expired

Explanation: Other images in the NetBackup catalog are dependent upon the image that is currently being requested for expiration. The selected image cannot be expired at this time. Regular catalog cleanup and expiration operations handle this properly. The dependent images are expired first. But if they are still in SLP processing, they cannot be expired, and therefore the selected image cannot be expired.

Recommended Action: Wait for the dependent images to be eligible for expiration when their SLP state transitions into IMAGE_COMPLETE state. Also, you can cancel the SLP operations on the dependent images.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1586

Message: SLP operation was canceled

Explanation: You cancel a running SLP operation, and someone else tries to validate the copy.

Recommended Action: No action is required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1587

Message: Storage lifecycle policy cannot have both target and untarget replication to remote master

Explanation: Do not define the SLP with a combination of a targeted replication operation and an untargeted replication operation.

Recommended Action: Do not mix the targeted and untargeted replication operation to a remote master.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1588

Message: Target master server is already used in one of the replications to remote master

Explanation:

Recommended Action: Define all targeted replication operations with distinct target master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1589

Message: Cannot connect to specified target master server

Explanation: All services must be up and running on source domain as well as target domain.

Recommended Action: Check that all services on source domain and target domain are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1590

Message: Cannot find specified target import SLP

Explanation: This error generally occurs when you run the `nbstl` command.

Recommended Action: Enter a valid name of the target domain SLP with the import operation, in the targeted replication operation of the source domain's SLP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1591

Message: No import SLP(s) found with compatible replication target device.

Explanation: In the target domain, the import SLP is present, but the replication target device is not compatible.

Recommended Action: Correct one or more of the possible problems.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1592

Message: Trusted master servers are being referred by one or more Storage Lifecycle Policies (SLPs) on the source or target domain.

Explanation: The user tries to delete a trusted master server from a system. For example, when the user configures targeted Auto Image Replication between domain A (source domain) and domain B (target domain), domain B must be identified as a trusted master server in domain A. The SLPs are configured to replicate images from domain A to domain B. If the user tries to delete domain A's trusted master entry for domain B when the SLPs still refer to domain B, you will receive this error code.

Recommended Action: Delete or change the SLPs so they do not refer to domain B, then try to delete domain B from domain A again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1593

Message: Replication Director for VMware policy requires mapped backups

Explanation: Replication Director based VMware policies support individual files and folders recovery for all the protection virtual machines. Therefore, the virtual machine mapping is selected automatically in the **NetBackup Administration Console**. The user can change its setting by using the CLI, but policy validation detects it and generates this error message.

Recommended Action: Enable mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1594

Message: Failed to determine disk media ID

Explanation: While importing the image in the target domain, the operation could not determine the disk media ID. The storage server, disk pool, and storage unit must each have a valid configuration.

Recommended Action: Recheck the storage server, disk pool, and storage unit configurations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1596

Message: Select a storage lifecycle policy that has no snapshot operation as a policy's Storage Destination

Explanation: Standard storage unit or a storage lifecycle policy that has no snapshot operation is expected as a policy's storage destination.

Recommended Action: Select a storage lifecycle policy that has no snapshot operation as the policy storage destination.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1597

Message: Replication Director for Oracle policy requires an SLP

Explanation: If you select **Use Replication Director** on an Oracle policy, you must specify a snapshot SLP as the Override policy storage selection on the full schedule.

Recommended Action: Configure an SLP with a Snapshot as the first operation and Replication as a subsequent operation. Specify this SLP as the Override policy storage selection on the Full schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1598

Message: Oracle policy with PFI and FI enabled requires an SLP

Explanation: If you select **Perform snapshot backups** and **Retain snapshot for Instant Recovery or SLP management** on an Oracle policy, you must set up an SLP as the Override policy storage selection on the full schedule.

Recommended Action: Configure an SLP with a Snapshot as the first operation. Specify this SLP as the Override policy storage selection on the Full schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1599

Message: Application schedule storage selection cannot be a snapshot SLP

Explanation: You have specified An SLP with Snapshot as the first action for the Override policy storage selection on the Application schedule.

Recommended Action: Specify a non-SLP storage (basic disk, tape, advanced disk, etc.) or an SLP with Backup as the first operation for an Override policy storage selection on the Application schedule

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1600

Message: The Policy storage is a snapshot SLP and the Application schedule does not override the policy storage selection. Snapshot SLP storage is not allowed on an Application schedule.

Explanation: You have selected an SLP with Snapshot as the first operation for the Policy storage in the Attributes tab and the Application schedule does not override the Policy storage.

Recommended Action: Specify a non-SLP storage (basic disk, tape, advanced disk, etc.) or an SLP with Backup as the first operation for the Policy storage or as the Override policy storage selection on the Application schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1601

Message: Full schedule requires a snapshot SLP

Explanation: The current policy configuration requires a snapshot SLP as the Override policy storage selection on the Full schedule.

Recommended Action: Configure an SLP with a Snapshot as the first operation. Specify this SLP as the Override policy storage selection on the Full schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1602

Message: The Policy storage is not a snapshot SLP and the Full schedule does not override the policy storage selection. Snapshot SLP storage is required on the Full schedule.

Explanation: You have specified an SLP with Backup as the first operation for the policy storage in the Attributes tab and the Full schedule does not override the policy storage.

Recommended Action: Specify either an SLP with a Snapshot as the first operation for the Policy storage or as the Override policy storage selection on the Full schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1603

Message: Failed to save target SLP volume information

Explanation: This error occurs internally when NetBackup tries to create a storage lifecycle policy with the targeted replication operation. While it configures the replication operation, it caches the selected target domain SLP volume information in the EMM of the source domain. If the caching fails, it logs an appropriate message in the `nbemm` logs.

Recommended Action: Take action as dictated by the EMM logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1604

Message: No import SLP(s) found with compatible data class.

Explanation: No import SLP is found with a compatible data classification or the target has no import SLP at all.

Recommended Action:

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1608

Message: The region asset that is used as a cloud snapshot replication destination does not exist. Enter a valid region asset.

Explanation: The region asset that is specified does not exist in the NetBackup asset database. This error is also encountered, if the cloud provider plug-in is not configured with the specified region.

Recommended Action: Verify the region asset ID and perform the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1609

Message: The region asset is already used as a cloud snapshot replication destination. Provide a different region asset.

Explanation: In a single schedule, a region asset cannot be used for multiple cloud snapshot replication destinations.

Recommended Action: Use multiple schedules or use a different region asset.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1610

Message: The provided region assets associate with a different Snapshot Managers. The provided region assets must associate with the same Snapshot Manager.

Explanation: This error is encountered when a protection plan is created or modified and the provided region assets are associated with different Snapshot Managers.

Recommended Action: Ensure that specified region assets associate with the same Snapshot Manager. Update the cloud provider plug-in configuration details accordingly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1611

Message: The assets that are subscribed to the protection plan belong to different Snapshot Managers. Subscribed assets must belong to the same Snapshot Manager.

Explanation: A single protection plan cannot protect the assets that are associated with multiple Snapshot Managers.

Recommended Action: For the assets that are associated with different Snapshot Managers, create different protection plans.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1612

Message: Some of the selected assets belong to a Snapshot Manager other than the Snapshot Manager of the snapshot replication destination region asset. The assets must belong to the same Snapshot Manager.

Explanation: You cannot replicate assets to the snapshot replication destination region that is associated with a different Snapshot Manager.

Recommended Action: Ensure that the region assets associate with the same Snapshot Manager. Update the cloud provider plug-in configuration details accordingly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1613

Message: For some of the selected assets, the source region is same as the cloud snapshot replication destination region. The source region and the cloud snapshot replication destination region must be different.

Explanation: The region of the asset you want to protect, and the cloud snapshot replication destination region cannot be same.

Recommended Action: The source region and the cloud snapshot replication destination region must be different.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1614

Message: Cloud snapshot replication is supported only for Amazon cloud assets.

Explanation: Cloud snapshot replication is supported only for Amazon cloud assets.

Recommended Action: Skip the assets that do not belong to Amazon cloud provider.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1615

Message: Cloud snapshot replication is not supported for the asset type `region`.

Explanation: You cannot replicate or protect a region asset.

Recommended Action: Skip the asset with type `region`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1616

Message: Checkpoints are only allowed for the **Backup from Snapshot storage lifecycle** policy operation.

Explanation: For a NAS-Data-Protection policy, you must configure **Backup from Snapshot storage lifecycle** operation in policy to enable the checkpoint functionality.

Recommended Action: Update the backup policy to use **Backup from Snapshot storage lifecycle** operation before checkpoint functionality is enabled.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1617

Message: Cloud snapshot indexing is not supported for the specified asset.

Explanation: Following are the probable causes:

- The specified asset is not in the same region as the Snapshot Manager.
- Unsupported file systems are configured on the host machine to be indexed.

Recommended Action: Perform the following, as appropriate:

- Ensure that the Snapshot Manager is deployed in the same region as the specified asset.
- Review the Snapshot Manager supported versions for indexing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1618

Message: This retention period is incompatible with WORM storage expiration duration. The lock minimum and maximum duration can be found in disk pool properties. An update to disk pool properties may be needed if configuration changes have been made to the underlying storage.

Explanation: WORM storage devices may impose a limitation on the duration of lock times. Choosing a retention period (or retention level), that isn't within the allowed range of the storage volume, results in an image which cannot be WORM locked.

Recommended Action: The following procedure may be necessary once you are sure that the retention level matches the range the underlying the storage volume allows. This procedure only applies if the NetBackup Administration Console is in use to create the policy.

To adjust the retention level

1. Save the policy schedule with the desired retention level, but with storage selected as **any available**.
2. Edit the policy again, and now select the desired storage unit in the policy attributes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1630

Message: While configuring a NetBackup policy with the Cohesity snapshot option (VSO) **FIM**, you must select an SLP as **Policy storage** destination.

Explanation: The policy which uses the Cohesity snapshot option (VSO) of FIM does not support **STU** as policy storage. NetBackup only supports an SLP (storage lifecycle policy) as a policy storage.

Recommended Action: Select **Policy storage** as **storage lifecycle** policy. If you select **STU** as the **Policy storage** option, select **Override policy storage selection** with the **SLP** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1633

Message: Invalid media server is provided in the API request.

Explanation: The media server name that is provided in the API request is invalid.

Recommended Action: Provide a valid NetBackup media server name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1634

Message: Unable to process the EMM request.

Explanation: There are multiple reasons for EMM process failure in this situation.

Recommended Action: Perform the following as appropriate:

- Check whether the EMM service is up and running.
- To diagnose the issue, review the EMM server logs for issues and troubleshoot as necessary.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1635

Message: Unable to connect with the EMM server.

Explanation: There are multiple reasons for the EMM server connection failure.

Recommended Action: Troubleshoot any EMM server connection failure issues.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1636

Message: Backup time range filter is not supported in the API request.

Explanation: You cannot use both values at once (greater than and lesser than) in the API request.

Recommended Action: Change the API request so that it does not use the backup time range filter (greater than and lesser than).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1637

Message: Duplicate filters are not supported in the API request.

Explanation: The same filter can only be used once in the API request.

Recommended Action: You cannot use the same filter twice in the API request. Review the API request and remove any of the same filters that are used twice.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1641

Message: True image restore is supported only for SLPs with backup from snapshot.

Explanation: True image restore is not supported for policies with a snapshot only SLP.

Recommended Action: Configure a policy using an SLP which has backup from snapshot and select the **True image restore option**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1642

Message: For ISM on-premises replication, the client or alternate client configured in the policy is not supported.

Explanation: The client or the alternate client that is configured in the policy is of a lower version than the supported version for ISM on-premises replication operation.

Recommended Action: Update the policy by selecting the client or the alternate client to version NetBackup 10.5 or higher.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1643

Message: Accelerator option is not supported for SLPs with index from snapshot.

Explanation: You have enabled the accelerator option in the policy and the SLP configured in the policy has index from snapshot enabled. This combination is not supported.

Recommended Action: Clear the **Use Accelerator** option in the policy configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1645

Message: Storage unit group cannot be used with SpanFS storage unit in a storage lifecycle policy.

Explanation: A storage lifecycle policy that uses SpanFS storage units cannot include a storage unit group. SpanFS requires direct volume-to-volume pairing, which is incompatible with storage unit groups.

Recommended Action: Remove the storage unit group from the storage lifecycle policy or use individual SpanFS storage units instead.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1646

Message: SpanFS volume pairing failed for the storage lifecycle policy.

Explanation: NetBackup is unable to pair SpanFS volumes between the source and target storage units configured in the storage lifecycle policy. Although the storage lifecycle policy can be saved, one or more SpanFS volume pairing operations fail. An error summary is displayed with details for the affected source and target storage units.

Recommended Action: Review the error details, resolve the reported issues, and then edit and save the storage lifecycle policy again to retry the pairing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1800

Message: Invalid client list

Explanation: For Enterprise Vault-type policies, verify that multiple clients are not added to the list of clients if you specify any of the following Enterprise Vault 8.0 directives in the backup selection:

- EV_INDEX_LOCATION=
- EV_VAULT_STORE_DB=
- EV_OPEN_PARTITION=
- EV_CLOSED_PARTITIONS=
- EV_FINGERPRINT_DB=
- EV_READY_PARTITIONS=

Recommended Action: Specify only one client in the policy, or remove the directive from the backup selection that does not support multiple client.

See the Troubleshooting section of the NetBackup for Enterprise Vault Agent Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1850

Message: The network access control configuration is not valid.

Explanation: The network access configuration request has failed with an invalid configuration error.

Recommended Action: Perform the following as appropriate:

- Ensure that the requesting host IP address is allowed access in the specified network access control configuration.
- Ensure that the network access control configuration request data is in the correct format.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1851

Message: Network access control denied the host access.

Explanation: If the IP address of host is not allowed access in network access control configuration, NetBackup shows this error message.

Recommended Action: Contact your administrator to change the host's access.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1915

Message: Cannot delete instance group that contains instances (delete or move instances first)

Explanation: User tries to delete an instance group that contains instances.

Recommended Action: First delete the instances individually by selecting them under the instances node in the **NetBackup Administration Console** or by using the `nboraadm -delete_instances` command. After all the instances in the group have been deleted, try again to delete the group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1916

Message: Database error, cannot access the instance repository

Explanation: The user tries to view the list of instances in the **NetBackup Administration Console**, but the Sybase database is down.

Recommended Action: Make sure that all NetBackup services are started and that `nbdb` installed correctly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1917

Message: Cannot add instance group, this group name is already in use

Explanation: User tries to add an instance group with the same name as an existing group. All instance groups must have unique names.

Recommended Action: Type a different group name in the appropriate field, and try to add the group again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1918

Message: Cannot find a group by this name

Explanation: The user tries to delete or modify an instance group that does not exist. If this error occurs on the command line, the group name may be spelled incorrectly. Because of the cache in the **NetBackup Administration Console**, an instance group name may yet appear in the list of instance groups even though the group does not exist anymore.

Recommended Action: Refresh the view (`F5` key).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1919

Message: Another process modified this instance, database, or instance group.

Explanation: In the **NetBackup Administration Console**, the user tries to edit, modify, or delete an instance, database, or instance group that another process has modified.

Recommended Action: Refresh the view (`F5` key) in the **NetBackup Administration Console**.

Do the following as appropriate:

- When the Oracle APIs are used, if the `If-Match` header value does not match the returned `ETag` value for the object you attempt to modify. Retrieve the latest version of the object's `ETag` and attempt your operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1920

Message: An instance with this name and client already exists

Explanation: A user tries to add an instance whose name already exists in the repository (ORACLE SID), client, and home directory. These three identifiers make an instance unique, so at least one must be changed to add another instance.

In the GUI, a user tries to add a new instance to an unrefreshed display, so they try to add it again.

Recommended Action: Do one of the following:

- CLI: Use `nboracmd list instances` or `nbsqlcmd list instances` to view the instances that already exist.
- GUI: Refresh the view (`F5` key).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1921

Message: The specified instance or database cannot be found.

Explanation: The user tries to modify or to delete an instance or a database that does not exist.

Recommended Action: Do one of the following:

- CLI: Make sure that the instance or the database name is spelled correctly. If working with a RAC database, the database unique name is case-sensitive. On Windows, the instance name is not case-sensitive. On UNIX, the instance name is case-sensitive.
- GUI: Refresh the view (`F5` key).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1922

An instance with this name/client is already registered

Explanation: A user tries to register a duplicate instance. An instance with the same name, client, and home directory has already been registered in the repository (ORACLE SID). These three identifiers make an instance unique, so at least one identifier must be changed to register another instance.

Recommended Action: Do one of the following:

- CLI: Run `nboracmd list instances` to view what instances already exist.
- GUI: Refresh the view (`F5` key).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1924

Message: Domain is a required field for Windows instances

Explanation: The user tries to register a Windows instance, but a domain is not specified.

Recommended Action: Specify a domain in the domain field, then try to register the instance again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1925

Message: The requested operation(s) failed

Explanation: A generic, unspecified error occurred. Different versions of NetBackup may exist on the client and the server.

Recommended Action: Recheck the command line arguments. If the error persists, check the debug logs for clues or contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1926

Message: The entry specified already exists

Explanation: The user attempts to add an existing SQL or Oracle entry to NetBackup.

Recommended Action: The DBA has already been added, so no action is needed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1927

Message: The entry specified does not exist

Explanation: The user tries to access a SQL or Oracle entry that does not exist.

Recommended Action: The entry has already been deleted, so no action is likely needed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1928

Message: The credentials for 1 or more instances could not be verified

Explanation: The validation failed. No specific information has returned that explains the reason why. The user name or password may be incorrect, or an issue exists connecting to the client.

Recommended Action: Make sure that the client is running at least this version of NetBackup, and is configured to use the correct master server. Make sure that you correctly entered the user name, password, and auxiliary fields such as domain (Windows) or TNS (Oracle or RMAN).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1932

Message: An instance, database, or instance group cannot be deleted or renamed when it is included in a policy.

Explanation: An instance, database, or instance group cannot be deleted or renamed when it is included in a NetBackup policy.

You cannot remove the last credential (unregister), modify a credential, or remove credentials for a RAC or an Oracle instance if they are in a policy.

Recommended Action: Remove the instance, database, or instance group from all policies. Once the instance, database, or instance group is removed from all policies you can retry the deletion or the modification process.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1933

Message: Cannot change instance or database state without credentials.

Explanation: An instance or a database must be registered before you can change it to active or inactive.

Recommended Action: Verify that the database is registered before you attempt to change the database state.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1946

Message: The current version of NetBackup on the client is incorrect for the validation of the requested credential type.

Explanation: This error can occur by attempting to register an Oracle instance if the client does not support the required NetBackup version. The error appears if you attempt registration in the following ways:

- Without using OS credentials.
- Using Oracle Wallet credentials.

Recommended Action: Upgrade the NetBackup client to the current version of NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1952

Message: An availability group cannot be deleted when it is included in a policy. First remove the availability group from all policies.

Explanation: A user attempted to delete an availability group but the availability group is included in one or more policies.

Recommended Action: Remove the availability group from the policies in which it is included. Then try again to delete the availability group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1953

Message: Unable to delete the asset because metadata for it exists. Expire any backup images that contain the asset and try again.

Explanation: You cannot delete an asset that a backup image references.

Recommended Action: Expire any backup images that contain the asset and try the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1954

Message: Moving an instance to a different RAC cluster is not allowed.

Explanation: A RAC instance cannot not be moved from one RAC cluster to another.

Recommended Action: The instance must be delete and added into a different RAC cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1955

Message: Registering a RAC instance is not allowed.

Explanation: Instances in a RAC cluster cannot be registered.

Recommended Action: Credentials must be provided for all nodes of the RAC cluster at the database level. If you need to back up a node in the RAC cluster as a single instance you must delete the instance. After you delete that instance you must add it as a single instance and add the single instance to the backup policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1956

Message: A registered, single instance cannot be moved to a RAC cluster.

Explanation: A single instance that has already been registered cannot be moved into an existing RAC cluster.

Recommended Action: To add an existing instance to an existing RAC cluster you must delete that instance and then add it into the RAC cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1957

Message: Unable to register a RAC cluster as it does not contain any RAC instances.

Explanation: A RAC cluster that contains no RAC instances cannot be registered with NetBackup.

Recommended Action: Add at least one RAC instance to your RAC cluster within NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1958

Message: Oracle Wallet credentials cannot be used with Oracle or OS credentials.

Explanation: The operation being performed used Oracle Wallet credentials in combination with OS credentials or in combination with Oracle credentials.

Recommended Action: Retry the operation by reevaluating what types of credentials are allowed to be used with that operation.

Examples of valid credential usages for single instances and instance groups:

- Oracle Wallet
- Oracle Wallet and RMAN
- OS
- OS and RMAN
- OS and Oracle
- OS, Oracle, and RMAN
- Oracle
- Oracle and RMAN

Examples of valid credential usages for Oracle RAC:

- Wallet
- Oracle Wallet and RMAN
- Oracle
- Oracle and RMAN

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1960

Message: Addition of an Oracle alias did not succeed.

Explanation: NetBackup cannot add the given alias for the specified instance.

Recommended Action: Ensure that the provided parameters correspond to an eligible Oracle instance and alias.

File system mount path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1961

Message: Deletion of an Oracle alias did not succeed.

Explanation: NetBackup cannot delete the given alias for the specified instance.

Recommended Action: Ensure that the provided parameters correspond to an eligible Oracle instance and alias. Confirm that the alias exists in NetBackup for the instance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1962

Message: RMAN catalog credentials that are stored in an Oracle Wallet cannot be used with Oracle or OS credentials.

Explanation: An attempt was made to use the RMAN Catalog credentials that are stored in a user's Oracle Wallet or modify an existing credential configuration. The user made an attempt switch away from a supported credential configuration that can contain wallet RMAN credentials.

Recommended Action: Review the existing credential configuration and make sure that the configuration you try to switch to or try to add to, is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1967

Message: Addition of an Oracle Data Guard did not succeed.

Explanation: The `nbars` process was unable to add an Oracle Data Guard to the NetBackup database.

Recommended Action: Review the `nbars` debug log for additional information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1968

Message: Deletion of an Oracle Data Guard did not succeed.

Explanation: The `nbars` process was unable to add an Oracle Data Guard to the NetBackup database.

Recommended Action: Review the `nbars` debug log for additional information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1969

Message: The specified Oracle Data Guard cannot be found.

Explanation: The `bprd` process did not find the specified Oracle Data Guard in the NetBackup database.

Recommended Action: Verify that the Oracle Data Guard has been entered into the NetBackup database. Review the `bprd` and the `nbars` debug logs for additional information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1970

Message: Update of an Oracle Data Guard configuration did not succeed.

Explanation: The `nbars` process was unable to associate the Oracle instance or RAC database to the Oracle Data Guard configuration.

Recommended Action: Perform the following procedure:

To troubleshoot the Oracle Data Guard configuration update

1. Verify that the Oracle Data Guard exists in the NetBackup database.
2. Verify that the Oracle instance or the RAC database exists in the NetBackup database.
3. Review the `nbars` debug log for additional information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 1974

Message: Clone may fail without a valid set of redo logs.

Explanation: This issue is a pre-clone error that indicates that the clone can fail because a potential Data Guard standby backup includes the online backups that are marked unused.

Recommended Action: Review the *Oracle cloning* chapter in the *NetBackup for Oracle Administrator's Guide* for more information.

The following example RMAN steps may resolve the issue after a clone:

```
SQL> alter database drop standby logfile group 1;

Database altered.

SQL> alter database drop standby logfile group 2;

Database altered.

SQL> alter database drop standby logfile group 3;

Database altered.

SQL> ALTER DATABASE ADD LOGFILE group 1 ('c:\clone\REDO01.LOG') size 5M;

Database altered.

SQL> ALTER DATABASE ADD LOGFILE group 2 ('c:\clone\REDO02.LOG') size 5M;

Database altered.

SQL> alter database activate standby database;

Database altered.

SQL> alter database open;

Database altered.

SQL>
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2000

Message: Unable to allocate new media for backup, storage unit has none available.

Explanation: The NetBackup Media and Device Selection component (MDS) did not allocate a new tape volume for backups. The storage unit has no more volumes

available in the volume pool for this backup. NetBackup does not change storage units during the backup.

Recommended Action: Try the following:

- Check the NetBackup Problems report to determine the storage unit that is out of media.
- If the storage unit is a robot with empty slots, add more volumes and specify the correct volume pool. If no empty slots exist, move some media to non-robotic and add new volumes. If you have difficulty keeping track of your available volumes, try the available_media script located in the following directory:

  On UNIX: `/usr/openv/netbackup/bin/goodies/available_media`

  On Windows: `install_path\NetBackup\bin\goodies\available_media.cmd`

  This script lists all volumes in the volume configuration, and information on the volumes currently assigned to NetBackup.
- Set up a scratch volume pool as a reserve of unassigned tapes. If NetBackup needs a new tape and none are available in the current volume pool, it moves a tape from the scratch pool into the volume pool that the backup uses.
- If the storage unit and volume pool appear to have media, verify the following:
  - Use the NetBackup Media List report to check if the volume is FROZEN or SUSPENDED. If so, use the `bpmedia` command to unfreeze it or unsuspend it, if so desired.
  - The volume has not expired or exceeded its maximum number of mounts.
  - The EMM database host name for the device is correct. If you change the EMM database host name, stop and restart the Media Manager device daemon (`ltid` for a UNIX server) or the NetBackup Device Manager service (Windows server).
  - The correct host is specified for the storage unit in the NetBackup configuration. The host connection must be the server (master or media) with drives connected to it.
  - The Media and Device Management volume configuration has media in the correct volume pool. Unassigned or active media is available at the required retention level. Use the NetBackup Media List report to show the retention levels, volume pools, and status for all volumes. Use the NetBackup Media Summary report to check for active volumes at the correct retention levels.
- Create the `bptm` debug log directory, and set the MDS VxUL logging (OID 143) to debug level 2. Then retry the operation.

- If this storage unit is new and this attempt to use it is the first, stop and restart NetBackup on the master server. The MDS unified logging files (OID 143) at debug level 2 usually show the NetBackup media selection process.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2001

Message: No drives are available for this job

Explanation: A job requested a tape drive, but no eligible drive path was configured for the job.

Recommended Action: Try the following:

- Verify that the required drives and robots are configured and up.
- Verify that `ltid` is active and a drive path exists that is configured on the drive for the media server that the storage unit requires.
- If the job requires an NDMP drive path, verify that one exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2002

Message: Invalid STU identifier type

Explanation: A job has asked for allocation using an invalid storage unit identifier type. The only valid storage unit identifier types are 0 (specific STU), 1 (group) or 2 (ANY).

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution.

Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2003

Message: Drive is not allocated.

Explanation: MDS has been asked to deallocate a drive that is not allocated.

Recommended Action: This error is internal to the MDS component of NetBackup.

Check the following logs:

- The MDS unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2004

Message: Drive is already allocated

Explanation: MDS has been erroneously asked to allocate a drive that is already allocated.

Recommended Action: A drive may have been reset while it was allocated for a job. Wait for the jobs that use the drive to complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2005

Message: MDS has received an invalid message from a media server.

Explanation: `bptm` or `bpdm` on a media server has sent an improperly formatted message to MDS.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution.

Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.
- The `bptm` legacy log from the media server, with VERBOSE=5.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2006

Message: NDMP credentials are not defined in EMM.

Explanation: No eligible media server is configured with NDMP credentials to access the NDMP storage unit. Or, NetBackup tried to restore an NDMP image from a disk storage unit when the media server does not have a valid version of NetBackup.

Recommended Action: If the job uses an NDMP device, verify that the media server has NDMP credentials that are configured for the filer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2007

Message: Storage unit is not compatible with requesting job

Explanation: A job has asked for a storage unit that cannot be used for the job.

Recommended Action: A job tries to run on a media server that is running an older version of NetBackup. The job may require a feature that is not available on the media server being requested. Verify that the storage unit type and the media server that the policy and storage unit call out support the feature.

This error can occur when the policy being run is not compatible with the storage units requested by the policy:

- Catalog backups are directed to shared disk storage units.
- Multiplexed jobs are directed to storage units that do not have the multiplex feature configured.
- NDMP backup policies are directed to non-NDMP storage units.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2008

Message: All compatible drive paths are down

Explanation: All configured drives that can be used for this job are down.

Recommended Action: Verify that `ltid` is running on the required media server, and that the media server is active for tape. Using a device monitor, bring up the drive paths if they are down. If the drives are downed again, clean the drives.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2009

Message: All compatible drive paths are down but media is available

Explanation: All configured drives that can be used for this job are down.

Recommended Action: Verify that `ltid` is running on the required media server, and that the media server is active for tape. Using a device monitor, bring up the drive paths if they are down. If the drives are downed again, clean the drives.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2010

Message: Job type is invalid

Explanation: The job type that is specified in an allocation request to the Resource Broker is not valid for the operation requested.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution.

Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2011

Message: The media server reported a system error

Explanation: An allocation for the media server is in an inconsistent state.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution.

Check the following logs:

- The mds unified logging files (OID 143) from the master server at debug level 2.
- The nbrb unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2012

Message: Media has conflicts in EMM

Explanation: You cannot use the requested media because it is marked as having conflicts in the nbemm database.

Recommended Action: The media is marked as having conflicts. The upgrade from NetBackup 5.x has found multiple volume databases where two tapes in different volume databases have the same media ID. This error is internal. If the problem persists, please call NetBackup support for resolution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2013

Message: Error record insert failed

Explanation: A database record insert has failed.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution.

Check the following logs:

- The mds unified logging files (OID 143) from the master server at debug level 2.
- The nbrb unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2014

Message: Media is not assigned

Explanation: A job requires assigned media, but the requested media is not assigned.

Recommended Action: Verify that the job requested the desired media. For example, if you want to list contents of the media, make sure that you have specified the correct media ID.

Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2015

Message: Media is expired

Explanation: A job is trying to write to media that has already expired.

Recommended Action: Make sure that non-expired media is available for the job.

Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2016

Message: Media is assigned to another server

Explanation: A job cannot use the media on the storage server, because the media is assigned to another storage server.

Recommended Action: Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2017

Message: Media needs to be unmounted from a drive

Explanation: The requested media needs to be unmounted from the drive it is in before it can be used for another job.

Recommended Action: Identify the media that is requested by the job that returns this error. If it is used by another job, wait for that job to complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2018

Message: Number of cleanings is invalid

Explanation: A cleaning media has an invalid number of cleanings that remain.

Recommended Action: On the **Change Media** screen, set the number of cleanings remaining for the cleaning media to a number greater than or equal to zero (0).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2019

Message: Media is in a drive that is not configured on local system

Explanation: A job is configured to use a media volume that has no drive path configured to an eligible media server for the job. A media volume is misplaced or all drive paths are down for the media server accessible by the storage unit that is configured for a job.

Recommended Action: If drive paths are down, identify the media server that is configured for use by the storage unit, and bring up the drive path to that media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2020

Message: Robotic library is down on server

Explanation: NetBackup has marked the robot as down for the required media server.

Recommended Action: Verify that the media server that is required for this allocation is running, and verify that `ltid` is up on that media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2021

Message: Allocation record insert failed

Explanation: The NetBackup `mds` component was unable to update the database for a device allocation.

Recommended Action: This error is internal. Check the following logs:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2022

Message: Allocation status record insert failed

Explanation: The NetBackup `mds` component was unable to update the database with device allocation status information.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2023

Message: Allocation identifier is not known to EMM

Explanation: The NetBackup `mds` component cannot find the device allocation record that is needed to allocate the device for this job.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2024

Message: Allocation request update failed

Explanation: The NetBackup `mds` component was unable to update the database for a device allocation.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2025

Message: Allocation request delete failed

Explanation: The NetBackup `mds` component was unable to delete a device allocation from the database.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2026

Message: Allocation status request delete failed

Explanation: The NetBackup `mds` component was unable to modify an allocation status record for this job.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2027

Message: Media server is not active

Explanation: This job requires a media server that is not currently available.

Recommended Action: Do one or more of the following:

- Verify that the media server that is required for this allocation is running.
- If this is a tape job, verify that `ltid` is running on the media server. If a media server has gone offline and returned online, a delay of several minutes may occur before a job can use that media server.
- Use the `vmoprcmd` command to show the state of the media server. If the job is trying to access a disk storage unit, verify that the `nbrmms` process is running on the media server. If the job is trying to access a tape storage unit, verify that `ltid` is running on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2028

Message: Media is reserved

Explanation: The NetBackup `mds` component cannot allocate media because another job has that media exclusively reserved.

Recommended Action: If multiple duplication jobs attempt to use the same tape media for read, each job reserves the media. NetBackup should allow more than one job to get a reservation for the tape media.

This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2029

Message: EMM database is inconsistent

Explanation: An inconsistency in the NetBackup database prevents allocations for this job.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Run the `nbrbutil -resetall` command to get the NetBackup allocation database back into a consistent state. Note that this command cancels all jobs including those that are currently running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2030

Message: Insufficient disk space or high water mark would be exceeded

Explanation: Insufficient disk space is available to run this job.

Recommended Action: Try the following possible solutions:

- If there are images on the disk that can be expired, expire them, and run `nbdelete` to delete the images from disk.
- It may be that NetBackup creates disk images more quickly than they expire. If so, modifications to policies may be necessary to change the rate of image creation and expiration for the disk.
- It may be helpful to lower the high water mark and low water mark for the disk group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2031

Message: Media is not defined in EMM

Explanation: The media that is required for this job is not defined in the EMM database.

Recommended Action: A media volume that is required for a restore job has been deleted from the EMM database. If the media is available, use `bpimport` to import it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2032

Message: Media is in use according to EMM

Explanation: The NetBackup database indicates that the media is in use but is not allocated to another job.

Recommended Action: This error is internal. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2033

Message: Media has been misplaced

Explanation: Job requires media that is not in the expected robotic slot.

Recommended Action: Verify that the media that is required by the job is in the proper robotic slot as shown by `vmquery`.

If the error persists, the following logs may be useful in understanding the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.

- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.
- The verbose `bptm` logs on the media server(s) that access this media.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2034

Message: Retry the allocation request later

Explanation: Resources that are required for a job are currently in use.

Recommended Action: This error should never appear as a job return status. In the `mds` and `nbrb vxul` logs, it indicates that a job should queue because resources are busy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2035

Message: Request needs to pend

Explanation: A job requires operator intervention before it can continue.

Recommended Action: This error should never appear as a job return status. In the `mds` and `nbrb vxul` logs, it indicates that a job should post a request for operator intervention to the NetBackup device monitor.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2036

Message: Drive is in a robotic library that is up

Explanation: Operator has attempted to assign a pending tape mount request to a drive that is in a robot that is up.

Recommended Action: A request for non-robotic media may have caused a pending request in the device monitor, and the operator has assigned the request to a drive that is not a standalone drive. This error is not fatal. The request will pend again in the NetBackup device monitor. Assign the pending mount to a standalone drive or to a drive that is in AVR mode (non-robotic).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2037

Message: Drive is not ready

Explanation: The required tape is in a drive, but the drive is not in a ready state.

Recommended Action: This error may occur when a request for non-robotic media had caused a pending request in the device monitor, and the operator has assigned the request to a drive that is not in a ready state. This error is not a fatal error. The request will pend again in the NetBackup device monitor. Verify that required tape is in the drive it is assigned to, and that the drive ready light has come on. It may take some time for the drive to become ready after the tape has been inserted. If the drive never goes to a ready state after a tape has been inserted, there may be a problem with the drive.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2038

Message: Media loaded in drive is not write-enabled

Explanation: This error may occur when a storage unit request for non-robotic media had caused a pending request in the device monitor, and the operator has inserted media that is not write enabled into the drive.

Recommended Action: This is not a fatal error. The request will pend again in the NetBackup device monitor. If you are sure that it is OK to write on this tape, verify that the required tape has its write enable switch set to allow write.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2039

Message: SCSI reservation conflict detected

Explanation: The NetBackup `bptm` component was unable to read or write a tape drive because another job unexpectedly holds a SCSI reservation for the drive.

Recommended Action: This error should never occur at job resource allocation time, but may occur during i/o for a tape job. The verbose `bptm` logs on the media server may be useful in understanding the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2040

Message: Maximum job count has been reached for the storage unit

Explanation: Storage cannot be allocated because it would exceed maximum job count. The maximum job count is configurable for each storage unit. Multiple copy jobs may cause this same error, if there are more copies targeted for a storage unit than the amount of copies for which the storage unit was configured.

Recommended Action: Target a different storage unit with one of the copies, or increase the maximum job count for the storage unit.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2041

Message: Storage unit is down

Explanation: A disk storage unit has been designated as down and cannot be used.

Recommended Action: Run the `bperror -disk` command to indicate why the disk is considered down.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2042

Message: Density mismatch detected

Explanation: This error is an internal NetBackup error. A job has requested media with the wrong density. A mismatch may exist between the image catalog and the media database.

Recommended Action: Restore the jobs request tape media by media ID density. If the requested density does not match the configured density for the media, it cannot be allocated.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2043

Message: Requested slot is empty

Explanation: Media is not found in the expected slot in the robot.

Recommended Action: The robot may need to be inventoried.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2044

Message: Media is assigned to another application

Explanation: Requested media cannot be allocated because it is assigned to an application other than NetBackup.

Recommended Action: Verify that the media that is required for the job is assigned to NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2045

Message: Storage unit is disabled since max job count is less than 1

Explanation: Storage unit cannot be used because its maximum job count is set to 0.

Recommended Action: Increase the maximum job count (or maximum concurrent drive count) to a value greater than 0.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2046

Message: Media is unmountable

Explanation: Media has been marked as unusable due to mount errors.

Recommended Action: Clean the drives in the media's robot. Determine if any of the media is bad.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2047

Message: Media is write protected

Explanation: The media cannot be used for a write job because it is write protected.

Recommended Action: Make sure that media in the scratch pool is not write protected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2048

Message: Media is in use by the ACS robotic library

Explanation: ACS media that is required by this job is in use on another system.

Recommended Action: Make sure that the required media is not in use by another application.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2049

Message: Media not found in the ACS robotic library

Explanation: Media that this job needs is not found in the ACS robotic library.

Recommended Action: Make sure that the required media is available in the ACS robot.

For more information, see the section on configuring ACSLS robots in the NetBackup Device Configuration Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2050

Message: ACS media has an unreadable external label

Explanation: This job needs the ACS media that cannot be used because its external label or barcode is unreadable.

Recommended Action: Correct the barcode label problem for this media.

For more information, see the section on configuring ACSLS robots in the NetBackup Device Configuration Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2051

Message: ACS media is not in the drive's domain

Explanation: Media that is required for this job is in an ACS robot that is not accessible.

Recommended Action: Verify that the robot that contains the required media is accessible to a NetBackup media server.

For more information, refer to the section on configuring ACSLS robots in the NetBackup Device Configuration Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2052

Message: An ACS Library Storage Module (LSM) is offline

Explanation: The required ACS LSM is offline.

Recommended Action: Bring the ACS LSM online.

For more information, see the section on configuring ACSLS robots in the NetBackup Device Configuration Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2053

Message: Media is in an inaccessible drive

Explanation: The required media is currently loaded in a DOWN or otherwise inaccessible drive.

Recommended Action: Locate the media and correct the problem that has caused the drive or drive path to be down.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2054

Message: Media is in a drive that is currently in a DOWN state

Explanation: Required media is currently loaded in a drive that is down.

Recommended Action: Locate the media and correct the problem that has caused the drive or drive path to be down.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2055

Message: ACS physical drive is not available

Explanation: The media server cannot load ACS media because a drive is not available.

Recommended Action: Locate and install an ACS drive.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2056

Message: The file name used for the mount request already exists

Explanation: The `tpreq` command cannot load this media because the specified file name already exists.

Recommended Action: Specify a different file name for `tpreq`, or run the `tpunmount` command for the media which has been loaded using `tpreq` with the conflicting file name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2057

Message: The scan host of the drive is not active

Explanation: The scan host for a standalone drive is offline, so the drive cannot be allocated.

Recommended Action: If the problem persists, restart the NetBackup media servers that have paths to this drive.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2058

Message: LTID needs to be restarted on media servers before the device can be used

Explanation: A drive cannot be used because an `ltid` restart is required. This error may occur when configuration changes have been made on a media server, but `ltid` has not been subsequently restarted.

Recommended Action: When the media server is not in a busy state, stop and restart `ltid` on that media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2059

Message: The robotic library is not available

Explanation: The robot that is required for a drive cannot be found in the `nbemm` database.

Recommended Action: Verify that the robot that the jobs require is properly configured. If the error persists, the following logs may be useful in understanding the problem: The `mds` unified logging files (OID 143) from the master server at debug level 2.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2060

Message: Media needs to be rewound or unmounted from a drive

Explanation: The NetBackup `mds` component uses this error internally to inform the Resource Broker that a tape needs to be unloaded. It should never appear as a job error status.

Recommended Action: Not applicable.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2061

Message: The host is not an active node of a cluster

Explanation: A cluster failover has occurred while a job is running. A job may be waiting for a span on a media server that has failed over.

Recommended Action: Restart the failed job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2062

Message: Throttled job count has been reached for the storage unit

Explanation: This error is not returned as a job status.

Recommended Action: Not available

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2063

Message: Server is not licensed for the Remote Client Option

Explanation: The media server required for this job does not have the Remote Client Option enabled. A SAN media server is asked to back up a client that is not also a media server, or a VMware backup is tried on a SAN media server.

Recommended Action: Backup this client on a media server that is licensed to do so. Verify that the media server has connectivity to the master server when adding its licenses.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2064

Message: Job history indicates that no media is available

Explanation: When a job is run on a media server that is installed with invalid NetBackup software, there are some situations where the job starts, but media is not available for the job. In this case, the master server stops using that storage unit for a period of time (12 hours), and returns this error for jobs requested the storage unit.

Recommended Action: Make sure that media is available for the storage unit. If necessary, upgrade the software on the media server. Add media if necessary. If media is available, wait 12 hours until the storage unit can be used again. To make the storage unit immediately usable, run the following command on the master server to release the hold:

```
nbrbutil -releaseAllocHolds
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2065

Message: Job history indicates that no drive is available

Explanation: When a job is run on a media server that is installed with invalid NetBackup software, there are some situations where the job starts, but the drives

that are designated for the job are busy or otherwise unavailable, causing the job to fail. In this case, the NetBackup master server stops using that drive for a period of time (several minutes), and returns this error for jobs requesting that drive.

Recommended Action: Upgrade the media server software. Make sure all of the drives in the storage unit are up and available for use. Clean all drives that need cleaning.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2066

Message: Disk pool not found

Explanation: A job has been targeted for a disk pool that does not exist in the `nbemm` database.

Recommended Action: Verify that the storage unit that this job uses is configured for use with a properly configured disk pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2067

Message: Disk volume not found

Explanation: A read job requires a disk volume that does not exist in the `nbemm` database. Or a write job is configured for a disk pool with no configured volumes.

Recommended Action: Verify that the disk storage that this job uses is configured for use with a disk pool that has volumes configured. For a read job, verify that the volume that is required for reading exists in the `nbemm` database.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2068

Message: Disk volume mount point not found

Explanation: A disk volume is not configured with a mount point or not completely configured in the `nbemm` database.

Recommended Action: Verify that the configuration is correct for the disk group and for the disk volumes in the disk group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2069

Message: Disk volume mount point record insert failed

Explanation: A database update has failed while trying to allocate a disk job.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2070

Message: The specified mount path will not fit in the allocated space

Explanation: A disk volume mount point path is larger than the allowed maximum.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2071

Message: Unable to find any storage servers for the request

Explanation: NetBackup was unable to find a storage server for this disk job.

Recommended Action: Verify that the storage servers serving the disk group that the job requires are configured and enabled. Verify that they are in an UP state.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2072

Message: Invalid operation on static mount point

Explanation: An incorrectly configured mount point has been found for a disk volume.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2073

Message: Disk pool is down

Explanation: Required disk pool cannot be used because it is in a DOWN state.

Recommended Action: Run the `bperror -disk` command to determine why the disk pool was put into a DOWN state. Correct the problem, and use the `nbdevconfig` command to return the disk pool to an UP state.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2074

Message: Disk volume is down

Explanation: Required disk volume cannot be used because it is in a DOWN state.

Recommended Action: You may be able to see why the disk volume was put into a DOWN state by running`bperror -disk`. Correct the problem, and use `nbdevconfig` to return the disk volume to an UP state.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2075

Message: Fibre Transport resources are not available

Explanation: A job is configured to require Fibre Transport for this SAN client, but no available Fibre Transport connection exists.

Recommended Action: Configure the job to switch to LAN transport if Fibre Transport is not available. Verify that the job type being run is compatible with Fibre Transport. Using `nbdevquery`, verify that the Disk Pool being requested is enabled for use with Fibre Transport. Verify that there are Fibre Transport connections that are up between the client and media server required for the job. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2076

Message: DSM returned an unexpected error

Explanation: The Disk Service Manager component of NetBackup has returned an unexpected error.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2078

Message: The maximum number of mounts for the disk volume have been exceeded

Explanation: A disk volume cannot be used by a job because it is mounted by too many other users.

Recommended Action: This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2079

Message: DSM has detected that an invalid file system is mounted on the volume

Explanation: NetBackup did not find the file system it expected on a disk volume.

Recommended Action: Verify that the disk volumes and their associated mount points that NetBackup uses are not used by other applications.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2080

Message: Disk volume has no max writers count

Explanation: Disk volume is not properly configured for a usable number of mountpoints.

Recommended Action: Verify proper disk configuration by using `nbdevquery`. This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2081

Message: Disk volume has no max readers count

Explanation: Disk volume is not properly configured for a usable number of mountpoints.

Recommended Action: Verify the proper disk configuration by using `nbdevquery`. This error is internal. If the problem persists, please call NetBackup support for resolution. Check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2082

Message: The drive needs to be marked as available

Explanation: Drive cannot be used because it is allocated with loaded media, but MDS has not made it available for use.

Recommended Action: Run the `nbrbutil -dump` command on the master server to show allocations for this job. If the problem persists, run the `nbrbutil -releaseMDS` command to release the allocation for the drive so it can be used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2083

Message: The media affinity group is not defined in EMM

Explanation: MDS expected to find a group of reservations for this media, but did not find the expected reservation group.

Recommended Action: This error is internal. If the problem persists, check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2084

Message: Media affinity group record insert failed

Explanation: MDS cannot update reservation group information for this tape media.

Recommended Action: This error is internal. If the problem persists, check the following logs to help identify the problem:

- The `mds` unified logging files (OID 143) from the master server at debug level 2.
- The `nbrb` unified logging files (OID 118) from the master server at debug level 3.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2085

Message: Disk volume is not available

Explanation: The job requires more disk volumes than are currently configured.

Recommended Action: Ensure that the disk group has disk volumes configured. A multiple copy job cannot target two copies for the same disk volume.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2086

Message: Disk volume cannot be used for more than one copy in the same job

Explanation: Not enough eligible disk volumes are configured for this multiple copy job.

Recommended Action: Use the `nbdevquery -listdv` command to verify that the expected disk volume is configured. For a multiple copy job, ensure that unique eligible disk volumes exist for each copy. A multiple copy job cannot target two copies for the same disk volume.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2087

Message: Media allocation would exceed maximum partially full media limit

Explanation: You cannot run this job because it would exceed configured limit of maximum partially full media.

Recommended Action: This error may occur with a multiple copy job or a duplication job. If the problem persists, you may need to increase maximum partially full media setting on the disk pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2088

Message: Cleaning media is not available

Explanation: You cannot run a cleaning job because no cleaning media is configured for the drive.

Recommended Action: Add a cleaning volume to the robot containing the drive.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2089

Message: FT client is not running

Explanation: This job requires Fibre Transport, but the Fibre Transport client is not running on the client that is required for this job.

Recommended Action: Do one or more of the following:

- Verify that the Private Branch Exchange (PBX) service is installed and running. Run the `bpps -x` command to ensure that `pbx_exchange` is listed in the processes that are running.
- Verify that the client is configured as a SAN Client. Run the `bpclntcmd -sanclient` command to return the current state of the SAN Client. A response of 0 (zero) indicates that SAN Client is not configured. Rerun the command as `bpclntcmd -sanclient 1`.
- Verify that the client is not also a media server, master server, or EMM server. The SAN Client process runs only on a NetBackup client.
- Verify that a valid license for the SAN Client feature resides on the master server. SAN Client is a separately licensed feature which requires a key called "SAN Client" on the master server.
- Verify that no server entries for the SAN Client exist on the NetBackup master server. Remove any `SERVER=clientname` entry in the master server for the SAN

Client. If the master server has the SAN Client listed also as a server, it may shutdown the SAN Client.

- Restart the SAN Client service. The SAN Client restarts when the server reboots, but does not automatically restart after you run the `bpclntcmd` command. To start the SAN Client service, run the client startup script or use the Service Manager in Windows.

For more information, see the Troubleshooting chapter of the NetBackup SAN Client and Fibre Transport Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2090

Message: FT client has no devices configured

Explanation: This job requires Fibre Transport, but Fibre Transport devices are not configured on the client that is required for this job.

Recommended Action: Verify that Fibre Transport devices are installed on the client.

For further information, see the Troubleshooting chapter of the NetBackup SAN Client and Fibre Transport Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2091

Message: FT client devices are offline

Explanation: This job requires Fibre Transport, but all Fibre Transport devices are offline on the client that is required for this job.

Recommended Action: Do one or more of the following:

- Verify that the Private Branch Exchange (PBX) service is installed and running. Run the `bpps -x` command to ensure that `pbx_exchange` is listed in the processes that are running.
- Verify that the client is configured as a SAN Client. Run the `bpclntcmd -sanclient` command to return the current state of the SAN Client. A response of 0 (zero) indicates that SAN Client is not configured. Rerun the command as `bpclntcmd -sanclient 1`.
- Verify that the client is not also a media server, master server, or EMM server. The SAN Client process runs only on a NetBackup client.

- Verify that a valid license for the SAN Client feature resides on the master server. SAN Client is a separately licensed feature which requires a key called "SAN Client" on the master server.
- Verify that no server entries for the SAN Client exist on the NetBackup master server. Remove any `SERVER=clientname` entry in the master server for the SAN Client. If the master server has the SAN Client also listed as a server, it may shutdown the SAN Client.
- Restart the SAN Client service. The SAN Client restarts when the server restarts, but does not automatically restart after you run the `bpclntcmd` command. To start the SAN Client service, run the client startup script or use the Service Manager in Windows.

For further information, see the Troubleshooting chapter of the NetBackup SAN Client and Fibre Transport Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2092

Message: FT server devices for client are offline

Explanation: This job requires Fibre Transport, but all Fibre Transport devices are offline on the media server required for this job.

Recommended Action: Do one of the following:

- Verify that marked QLogic Target ports exist in the server. The `nbftsrvr` and `nbfdrv64` processes exit if the system has no ports available for Target Mode use.
- Verify that a valid license for the SAN Client feature resides on the master server. SAN Client is a separately licensed feature that requires a key called "SAN Client" on the master server. The Fibre Transport server performs a license check during startup.
- Determine if a reboot is required for the installation of the Fibre Transport server. Solaris installations require that you reboot the media server after you install Fibre Transport to load the Fibre Transport drivers on the marked target ports. In addition, reboot the Linux servers if you choose to not unload the existing QLogic drivers during the installation of Fibre Transport.

For further information, see the Troubleshooting chapter of the NetBackup SAN Client and Fibre Transport Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2093

Message: No FT servers for this client are running

Explanation: This job requires Fibre Transport, but no Fibre Transport devices are configured with connectivity to the media server that is required for this job.

Recommended Action: Do one of the following:

- Verify that marked QLogic Target ports exist in the server. The `nbftsrvr` and `nbfdrv64` processes exit if the system has no ports available for Target Mode use.
- Verify that a valid license for the SAN Client feature resides on the master server. SAN Client is a separately licensed feature which requires a key called "SAN Client" on the master server. The Fibre Transport server performs a license check during startup.
- Determine if a reboot is required for the installation of the Fibre Transport server. Solaris installations require that you reboot the media server after you install Fibre Transport to load the Fibre Transport drivers on the marked target ports. In addition, reboot the Linux servers if you choose to not unload the existing QLogic drivers during the installation of Fibre Transport.

For further information, see the NetBackup SAN Client and Fibre Transport Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2094

Message: STU cannot run Lifecycle backups

Explanation: The storage lifecycle job cannot run because the targeted disk pool is not enabled for Storage Lifecycles.

Recommended Action: Run the `nbdevquery -listdp` command to check the configuration of the disk pool. If the Lifecycle attribute is not enabled for the disk pool, run the `nbdevconfig -changedp -setattribute` command to enable it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2095

Message: STU cannot run VMware backup

Explanation: The media server that is configured for this job's storage unit cannot run VMware backups.

Recommended Action: To run a VMware backup, the media server must run a valid version of NetBackup. Verify that a valid version of NetBackup is running or configure the backup for a media server that runs a valid version of NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2096

Message: NDMP operation does not support multiple inline copies

Explanation: The backup cannot run because it is an NDMP policy and is configured for multiple copies.

Recommended Action: NetBackup cannot make multiple copies of NDMP policies. Configure the backup for a single storage unit destination.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2097

Message: Storage unit group does not exist in EMM configuration

Explanation: You cannot run this job because it is configured to use a storage unit group that does not exist in the NetBackup configuration.

Recommended Action: Reconfigure the policy to use a storage unit or storage unit group that exists in the configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2098

Message: Media pool is not eligible for this job

Explanation: This job is configured to use a pool that does not exist in the NetBackup configuration.

Recommended Action: Change the configured media pool for the job to use a pool that is configured, or create the required media pool. Make sure that the media pool you have configured for the job is not a scratch pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2099

Message: Required drive or drive path is not configured

Explanation: This job requires a drive that does not exist in the NetBackup configuration.

Recommended Action: Run the `vmoprcmd` command to verify the drive configuration. Configure the drives that are necessary for the media type that is used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2100

Message: Maximum number of mounts has been exceeded for tape media

Explanation: The job cannot run because the required media has exceeded configured maximum mounts.

Recommended Action: Increase the maximum allowed mounts for the media. You may need to retire this media if it has exceeded the maximum number of mounts you have configured.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2101

Message: Media server not found in EMM database

Explanation: The possible causes include the following:

- For a tape backup, the media server that performed the backup is not in the EMM database.
- For an OpenStorage optimized duplication job, the media server in common between the source environment and the target environment does not have the credentials for both storage servers.

Recommended Action: Do the following as appropriate:

- For a restore from tape, you can use the Force Media Server Restore option to force NetBackup to replace the missing media server with a new media server.
- For optimized duplication, ensure that the media server in common has credentials for both storage servers. More information about OpenStorage optimized duplication is available.
  See the NetBackup OpenStorage Solutions Guide for Disk.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2102

Message: Storage unit does not support spanning

Explanation: A disk job has requested a span for a disk type that does not support spanning.

Recommended Action: Some disk types do not support spanning. Run the `nbdevconfig -listdg` command to determine if a disk group supports spanning. If this error persists, ensure that enough space is available on your disk storage units for the new jobs that are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2103

Message: Media server mismatch

Explanation: This error may occur when a multiple copy job is configured for the storage units that have no common media server.

Recommended Action: All copies of a multiple copy job must run on the same media server. Configure the storage units that have drive paths or disk access from a common media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2104

Message: Storage units are not available

Explanation: This error may occur for multiple copy jobs that are configured so that no possible storage unit combination can be used.

Recommended Action: Verify that all criteria in met for the policy with the storage units that are configured.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2105

Message: Storage unit requested for replication job is not replication capable

Explanation: This error can occur when a replication job requests a storage unit for write, but the disk that the storage unit calls out is not replication enabled.

Recommended Action: Make sure that replication jobs include status configured for replication enabled disks in their storage unit specifiers.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2106

Message: Disk storage server is down

Explanation: This error can occur when a job uses a disk storage unit whose disk group resides on a storage server that NetBackup has marked down. This error can also occur when a cloud storage backup fails.

Recommended Action: Verify that all media servers that are configured for the storage server can communicate with the storage server. The `bpstsinfo` command queries the storage server periodically, so you can use the `bpstsinfo` log set to verbosity level 5 on the media server.

If the error is related to a cloud storage backup failure, you should verify the following information:

- The NetBackup CloudStore Service is running on the master and media servers. See the *NetBackup CloudStore Service Container startup and shutdown troubleshooting* section in the NetBackup Cloud Administrator's Guide for information on how to start the service.
- The NetBackup certificates are stale/unavailable on the configured media server, which can cause the storage server to go down. Ensure that you deploy all of the required certificates on that media server to keep the storage server up. For more information, see the NetBackup Security Encryption Guide.
- The **Enable insecure communication with 8.0 and earlier hosts** option on the NetBackup master server is selected if the media server is version 8.0 or earlier. The option is available in the **NetBackup Administration Console** on the **Security Management > Global Security Settings > Secure Communication** tab.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2107

Message: Requested media server does not have credentials or is not configured for the storage server

Explanation: A job has requested disk media for a media server that does not have credentials to access the disk storage server. During optimized duplication between two storage servers of the same type, a media server that is configured for the write side storage unit may not have credentials to access the read side storage server.

Recommended Action: Optimized duplication requires a media server with credentials for both the read side and write side storage servers. Add the needed credentials or limit the media servers that the write side storage unit calls out to those that are credentialed for the read media.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2108

Message: Requested NDMP machine does not have credentials or is not configured in NetBackup

Explanation: A job requests the use of an NDMP machine that is not configured in NetBackup.

Recommended Action: Jobs for NDMP policies require that the NDMP host that is specified as the client in the policy be configured in NetBackup. The credentials that are defined for any server must access the NDMP host.

Verify that the required NDMP host is configured. If the configured NDMP host is a fully qualified name and the NDMP host name in the policy is not, run the following command to add an alias to the NDMP host:

```
# nbemmcmd -machinealias -addalias -alias string -machinename string
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2109

Message: Requested Fibre Transport client machine was not found in NetBackup configuration

Explanation: A job requests a Fibre Transport client machine that is not found in the NetBackup configuration.

Recommended Action: Fibre Transport backup and restore operations require each Fibre Transport client to be configured in NetBackup. Verify that the client that is requested for the job is configured as a Fibre Transport client.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2110

Message: Requested machine is not configured in NetBackup

Explanation: A job has requested a machine that is not configured in NetBackup.

Recommended Action: The policy that you use to run the job may indicate which server the job requires. If not, find the server that the job looks for by setting the MDS VxUL logging (OID 143) to debug level 2 and retry the job. The MDS log usually indicates which host name caused the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2111

Message: All storage units are configured with On Demand Only and are not eligible for jobs requesting ANY storage unit

Explanation: A job has requested any available storage unit, but all storage units are configured with On Demand Only.

Recommended Action: Change the policy to use a specific storage unit instead of any available storage unit, or configure at least one storage unit without the On Demand Only setting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2112

Message: NetBackup media server version is too low for the operation

Explanation: The storage unit or storage unit group points to a media server that runs an earlier version of software than the master server. Hence, the media server cannot use all the functionality of the newer NetBackup version. This mismatch of software affects many write operations such as backup operations and duplication write operations.

Recommended Action: Point the storage unit to a media server with a newer version of software.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2113

Message: Invalid or no disk array credentials are added for vserver

Explanation: Invalid or no credentials found in Disk Array Hosts credential section for NetApp Storage Virtual Machine's interface name having management access enabled.

Recommended Action: Under the Disk Array Hosts credentials section, add admin credentials of NetApp Storage Virtual Machine's interface that has management access enabled. Ensure that the right Storage Virtual Machine's interface name is entered that holds the snapshot/replica to be indexed. Ensure that the Storage Virtual Machine (SVM) user account with the ONTAPi application is in the unlocked state.

See the NetBackup Replication Director Solutions Guide for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2114

Message: Media server is not recognized.

Explanation: The master server has detected unauthorized connection attempts to `nbemm`. An attempted threshold count has been reached. You need to determine if a configuration change is required to maintain good performance of the master server.

Recommended Action: This error does not necessarily mean that a configuration change is required. However, repeated instances of this error indicate that a configuration change should be considered to maintain good master server performance.

Perform the following as appropriate:

- Add authorization for the media server on the master server and restart the NetBackup services on the media server.
- Add media server to the PBX `BLOCK_SERVER_SERVICE` list on the master server. The services that should be blocked are `EMM` and `NBREM`.
  For more information about blocking incoming connections, refer to the following article on the Cohesity Technical Support website:
  https://support.cohesity.com/s/article/article-100048495
- Uninstall media server software.
- Shut down the media server.

Warning: In a NetBackup DNAT environment, the identified IP address and host name may point to a gateway and not the media server. Verify the host information before attempting additional steps to resolve the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2205

Message: Snapshot replication is not supported for the specified details.

Explanation: The following points may cause this issue:

- The snapshot replication job cannot be triggered due to a configuration mismatch for the cloud asset group. This issue can happen if a replication region is same as a source region.
- Cross-account replication is not supported for host snapshot.
- Cross-account replication of disk snapshot encrypted with default service key for Amazon EBS is not supported.
- Cross-account replication is not supported for automated RDS snapshot.

Recommended Action: You must change the protection plan configuration to fix these issues. NetBackup does not retry the replication job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2206

Message: Snapshot Manager failed to retrieve network security groups against the specified plug-in instance.

Explanation: Snapshot Manager is not able to list the network security groups due to configuration mismatch for cloud asset group. This issue may happen due to wrong region, `subnetId`, or `subscriptionId`, depending on the cloud provider.

Recommended Action: You must select a valid `subnetId` from one of the regions that are mentioned in the cloud provider configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2213

Message: Failed to delete configured plug-in instance in Snapshot Manager.

Explanation: The plug-in delete request has failed in Snapshot Manager. This issue can happen if there is an asset snapshot created in the plug-in.

Recommended Action: If a plug-in delete is needed, then delete all active snapshots and attempt to delete the plug-in again. If you need to delete the plug-in

without clearing a snapshot, you can pass the `X-NetBackup-Force-Plugin-Delete` header as `TRUE`. The snapshots remain in the cloud so you must remove those manually.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2228

Message: Security Group or Subnet configuration cannot be provided when you retain the network configuration for cloud VM restore.

Explanation: You can only retain the original network configuration or specify a destination subnet or security group. You cannot choose to do both.

Recommended Action: Retain either the original network configuration or specify a destination subnet or security group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2229

Message: Cannot retain network configuration while restoring across cloud service providers.

Explanation: The user has specified to retain the network configuration while restoring across cloud service providers. For example: AWS to Azure or vice versa. This scenario is not supported.

Recommended Action: Through API, delete the `retainNetworkConfig` flag or set it to **False** in the recovery or pre-recovery payload. Through the UI, deselect the **Restore network configuration** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2230

Message: Failed to create snapshot due to a missing asset.

Explanation: Snapshot cannot be taken due to the missing asset.

Recommended Action: Unsubscribe the asset from the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2231

Message: Not enough free space on host.

Explanation: There is no enough space to upload the telemetry file on the NetBackup primary server.

Recommended Action: Create some space on the host where NetBackup primary server is installed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2232

Message: File already exists.

Explanation: The telemetry file with the given name already exists on the NetBackup host.

Recommended Action: Perform the following as appropriate:

- Determine if the file being uploaded is a duplicate file.
- Change the name of the file you want to upload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2233

Message: Failed to upload telemetry file.

Explanation: An error has occurred when you attempted to upload the telemetry file.

Recommended Action: Correct any errors that you find in the `nbwebservice` logs that occurred when you attempted to create or to upload the telemetry file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2250

Message: The request has timed out while NetBackup retrieved the error log results page.

Explanation: When an error log request contains a large number of results, the request can take longer 30 seconds. In that case, the request times out.

Recommended Action: Narrow the date range, then run the query again. If you use the APIs, you can also change the page size.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2251

Message: The cursor value is invalid.

Explanation: The API request contains an invalid cursor value. In the example request shown, the `page[after]` value is the next cursor value. If this value is incorrect, the server can't find the cursor and then NetBackup cannot load the next page.

Example API request with cursor value:

```
https://localhost/netbackup/troubleshooting/error-logs?page[after]=
28002872c601fd648f3154e58532558e429c9632035c3bf042a6accdd77d8356&page
[limit]=5
```

This issue doesn't occur in the web UI because the web UI takes the next value from the response and uses it as the `page[after]` value for the next page. However, when you use the APIs you can change this `page[after]` value.

Recommended Action: Review the previous API response and use the correct value for the `page[after]` value. If the request contains an invalid value, in the error log locate the `pagination` meta tag in the response. The value of `"next"` is the value that you want to use for `page[after]`.

```
"meta": {
"pagination":

{ "next": "28002872c601fd648f3154e58532558e429c9632035c3bf042a6accdd77d8356", "limit": 5 }
}
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2252

Message: The number of simultaneous error log requests has been exceeded.

Explanation: Long-running error log requests can affect the performance of the NetBackup server. Therefore, NetBackup limits the number of simultaneous requests.

Recommended Action: Wait until one or more active requests for error logs are complete. Then try to run the new error log request again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2300

Message: The `vmRecoveryDestination` field must be specified in the recovery request.

Explanation: The `vmRecoveryDestination` field of the recovery request must be specified.

Recommended Action: Verify that the `vmRecoveryDestination` field is specified and that it is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2301

Message: The `alternateLocationDirectory` field must not be blank.

Explanation: The `alternateLocationDirectory` field of the recovery request must contain a value for the directory.

Recommended Action: The `alternateLocationDirectory` field is optional. If this field is included, you must specify a directory value for the `alternateLocationDirectory` field that is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2302

Message: The `instanceUuid` field must not be blank.

Explanation: The `instanceUuid` field of the request must contain a value for the virtual machine instance UUID.

Recommended Action: Verify the `instanceUuid` field of the pre-recovery check request is specified and not empty. The `instanceUuid` field of the recovery request is optional. If the field is included, you must specify a value that is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2303

Message: The `stagingLocation` field must not be blank.

Explanation: The `stagingLocation` field of the recovery and pre-recovery check request must contain a value for the staging path location.

Recommended Action: The `stagingLocation` field is optional. If this field is included, you must specify a path value that is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2304

Message: The `datastore` field must not be blank.

Explanation: The `datastore` field of the request must contain a value for the `datastore`.

Recommended Action: Verify the `datastore` field of the pre-recovery check request is specified and not empty. The `datastore` field of the recovery request is optional. If that field is included, you must specify a value that is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2305

Message: Invalid virtual machine user name or password.

Explanation: The `vmUsername` and `vmPassword` fields of the recovery and pre-recovery check request must be specified.

Recommended Action: Verify that the `vmUsername` and `vmPassword` fields are specified and that they are not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2306

Message: The `vmFiles` field must not be blank.

Explanation: The `vmFiles` field of the recovery request must be specified.

Recommended Action: Verify that the `vmFiles` field is specified and that it is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2307

Message: The `source` field of virtual machine files must not be blank.

Explanation: The file `source` field of the recovery request must be specified.

Recommended Action: Verify that the file `source` field is specified and that it is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2308

Message: The `destination` field of virtual machine files must not be blank.

Explanation: The file `destination` field of the recovery request must contain a value for the destination path.

Recommended Action: The `destination` field is optional. If this field is included, you must specify a destination path value that is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2309

Message: Failed to create the agentless recovery restore specification.

Explanation: Failed to generate the agentless recovery restore specification.

Recommended Action: The JSON request syntax is invalid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2310

Message: The `size` field must not be blank.

Explanation: The `size` field of the pre-recovery check request must be specified.

Recommended Action: Verify that the `size` field is specified and that it is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2311

Message: Failed to add guest virtual machine credentials.

Explanation: Failed to add the guest virtual machine credentials.

Recommended Action: Verify the NetBackup services are running on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2312

Message: The `alternateLocationDirectory` must begin with a `/`.

Explanation: The `alternateLocationDirectory` path must begin with a forward slash (`/`).

Recommended Action: You must specify a forward slash (`/`) at the beginning of the `alternateLocationDirectory` path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2313

Message: The `source` path of virtual machine files must begin with `/`.

Explanation: The file `source` path must begin with a forward slash (`/`).

Recommended Action: You must specify a forward slash (`/`) at the beginning of the file `source` path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2314

Message: The `destination` path of virtual machine files must begin with `/`.

Explanation: The file `destination` path must begin with a forward slash (`/`).

Recommended Action: You must specify a forward slash (`/`) at the beginning of the file `destination` path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2317

Message: Failed to remove guest virtual machine credentials.

Explanation: Failed to remove guest virtual machine credentials.

Recommended Action: Manually remove the credentials from the guest virtual machine.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2318

Message: The `appendString` field must not be blank.

Explanation: The `appendString` field of the request must contain a value for the string to be appended to the file names.

Recommended Action: The `appendString` field is optional. If this field is included, you must specify a string value for the `appendString` field that is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2319

Message: Append string to file names is not supported for directories.

Explanation: The `appendString` field of the recovery request is not supported for directories.

Recommended Action: The `appendString` field is only supported for files. Remove any directories that are specified in the list of entries to be restored.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2320

Message: Flatten directory structures is not supported for directories.

Explanation: The `flattenDirectoryStructure` field of the recovery request is not supported for directories.

Recommended Action: The `flattenDirectoryStructure` field is only supported for files. Remove any directories that are specified in the list of entries to be restored.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2322

Message: Failed to create the staging location path.

Explanation: NetBackup failed to create the staging location path on the recovery host.

Recommended Action: Use the default staging location path or ensure that the user-configured staging location path is valid.

Staging location setup information:

- The staging location defaults to `/usr/openv/var/stagingloc` or *`NB_APPLICATION_FOLDER`*`\NetBackup\var\stagingloc`. This location is used to stage files during `Restricted Restore Mode` restore.
- You can override the path using the `bp.conf` parameter `AGENTLESS_RHOST_STAGING_PATH = "path"` configured on the recovery host. If the path does not exist on the recovery host, NetBackup automatically creates it with appropriate permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2323

Message: The staging location exists but ACLs and or permission bits set to `on` are insecure.

Explanation: The path that is used for staging files on recovery host is accessible to everybody or has no explicit ACLs defined (uses inherited ACLs). This check is done for the default location as well as the overridden path in the `bp.conf` file setting.

Recommended Action: Ensure that the staging location path is secure.

- On Windows: The ACLs defined must be explicit and should not rely on inherited permissions from the parent folder.
- On UNIX: Accessible only to the owner or the group. Permission bits for `other` should look like `07?0` or `drxw???---`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2324

Message: Failed to remove the staging location and any files that are left on the recovery host.

Explanation: NetBackup did not remove staged files and folders from the recovery host. Files are left on the recovery host and need to be removed manually.

Recommended Action: Remove any files and folders from the staging location folder that were left behind. Review the logs to determine why NetBackup failed to delete the folder. Ensure no other process and or user blocks NetBackup from removing this folder.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2325

Message: Specified recovery host needs to be at NetBackup version 9.0 or greater to support `Restricted Restore Mode` restores.

Explanation: The recovery host is on an unsupported version of NetBackup for this feature.

Recommended Action: Select a recovery host that is NetBackup 9.0 or newer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2326

Message: Failed to update the recovery state file.

Explanation: NetBackup fails to read or write to the recovery state file. Cannot proceed with restore.

Recommended Action: Review logs to determine why NetBackup did not read or write to the recovery state file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2328

Message: The `communicationType` field cannot be empty.

Explanation: The `communicationType` field of the request must be either set to `SSH` or `WMI`.

Recommended Action: The `communicationType` field is mandatory. The value must be either set to `SSH` or `WMI`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2329

Message: The `targetHost` field is either empty or the name is invalid

Explanation: The `targetHost` field of the request must be a valid host name or an IP address of the target host.

Recommended Action: The `targetHost` field is mandatory. Provide a valid host name or an IP address of the target host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2330

Message: The `sshFingerprint` field cannot be empty.

Explanation: The `sshFingerprint` field of the request must be valid and must contain an `SSH` key fingerprint of the target host.

Recommended Action: The `sshFingerprint` field is mandatory. Provide an `SSH` key fingerprint of the target host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2331

Message: The specified recovery host must be at NetBackup version 9.1 or later to support agentless restores.

Explanation: Agentless restores of files or folders require recovery host with NetBackup version 9.1 or later.

Recommended Action: Verify the NetBackup version on recovery host. The version should be 9.1 or later.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2334

Message: Recovery host staging location does not exist.

Explanation: Staging location path does not exist on recovery host for agentless restore.

Recommended Action: Verify that the default staging location path or the user-configured staging location path for the recovery host is valid.

NetBackup uses the following locations on the recovery host as default staging locations:

- Windows:

  installpath\NetBackup\var\tmp\staging

- UNIX

  /usr/openv/var/tmp/staging/

Verify that the staging location path that is used exists. For the user-configured staging location, check if a valid path on the recovery host is specified in the `bp.conf` parameter `AGENTLESS_RHOST_STAGING_PATH = \"path\"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2335

Message: A tar image was not found at the staging location on the recovery host.

Explanation: No tar image was found on the recovery host staging location. The tar image is required for agentless restore.

Recommended Action: The tar image was not found at the recovery host staging location. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2336

Message: Internal error has caused failure of recovery validation.

Explanation: An internal error has occurred while pre-recovery validations for agentless restore were performed.

Recommended Action: Save the `bpVMutil` logs on the recovery host and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2337

Message: Not enough space available on recovery host.

Explanation: The recovery host may not have enough space to hold the selected files at the staging location for an agentless restore

Recommended Action: Verify that there is sufficient free space available on the recovery host staging location by comparing it to the total size of files or folders selected. Or, select a different recovery host with sufficient free space for performing an agentless restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2339

Message: Not enough space available on target host.

Explanation: The target host may not have enough space at the staging location for agentless restore.

Recommended Action: If not explicitly provided, NetBackup uses the user's home directory as a default staging location on target host. Verify that sufficient free space is available on the target host or select a different staging location on same target host with sufficient free space.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2340

Message: Tar is not present on the target host.

Explanation: Failed to find the tar utility on the target host that is required for agentless restore.

Recommended Action: The tar utility is not present on the target host. The system tar utility is required to be present on target host with UNIX operating system for performing an agentless restore on it using NetBackup. Retry the operation after deploying the tar utility.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2341

Message: The user does not have required permission on the target host staging location.

Explanation: Either the user does not have the required permission to access the staging location or the specified staging location does not exist on the target host.

Recommended Action: Verify that the user has sufficient permissions to access the location and the target host staging location exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2342

Message: The user does not have root or administrator privileges. To restore files and folders, provide user with root or administrator privileges.

Explanation: The user does not have the required permissions to proceed with the restore on the target host.

Recommended Action: The provided credentials do not have the required permissions on the target host for agentless files or folders restore. For Windows, you must use the credential which is part of the local administrator group on the target host. For the UNIX target host, use the credential which is the `root` or the `sudo` account with `ALL` permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2343

Message: The administrator share of the target host is not accessible from the recovery host.

Explanation: The administrator share of target host is not accessible from the recovery host to perform agentless restore. The target host might not be accessible for the following reasons:

- Firewall exceptions are not set up correctly.
- File and printer sharing is disabled.
- GPO/Software Restriction Policy or an antivirus software blocks access.
- Ensure that target host is accessible and verify credential.

Recommended Action: This error is usually seen when the target host for agentless restore has a Windows OS. Verify that the following items are set up correctly on target host:

- Firewall exceptions are set up correctly
- File and printer sharing is enabled.

- GPO/Software Restriction Policy or an antivirus software does not block access.
- The target host is accessible with valid credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2344

Message: The provided credentials are for a local administrator user.

Explanation: The provided credentials are of local administrator user. You must provide the credentials of domain user in the administrator group or disable the UAC on the target host

Recommended Action: For agentless restore in a User Account Control (UAC) environment, you must provide the credentials of a domain user. The domain user must be part of the local administrator group on the Windows target host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2345

Message: Agentless restore is not possible.

Explanation: NetBackup had an unexpected agentless restore failure.

Recommended Action: Agentless files or folders restore has failed due to an unexpected reason. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2346

Message: Operating systems do not match. Ensure that the operating system of recovery host matches with the backed-up VM operating system.

Explanation: Agentless restore is possible only when the operating system of the recovery host and the backed-up VM are the same.

Recommended Action: Use an alternate recovery host that has same operating system as the backed-up VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2347

Message: Failed to retrieve the backup image operating system.

Explanation: Unable to retrieve the operating system of the backup image for performing an agentless restore.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2348

Message: Recovery host operating system is not compatible with the provided communication mode.

Explanation: The recovery host OS type and the communication type provided, in the agentless recovery or pre-recovery check request, are not compatible.

Recommended Action: The recovery host OS type and the communication type must be compatible. If the recovery host is a UNIX OS, communication type should be SSH. If the recovery host is a Windows OS, the communication type should be WMI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2349

Message: Target host SSH private key is invalid.

Explanation: The `sshKey` field of the agentless recovery or pre-recovery check request must be valid and not empty.

Recommended Action: If the authentication type is `SSH_KEY`, verify that the `sshKey` field is specified and not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2351

Message: Invalid input was received for configuring the service operation.

Explanation: An unexpected error has occurred while the input JSON was parsed for the CDP service operation.

Recommended Action: Make sure that the input JSON passed to the API is correct as per the API specification. Review the `nbwebservice` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2352

Message: Failed to generate response for the specified service operation.

Explanation: An internal error has occurred when an unexpected failure was reported while an operation was executed.

Recommended Action: Review the `bpVMutil` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2353

Message: System call execution fails for the service operation.

Explanation: NetBackup tries to execute a system call, and that call failed.

Recommended Action: Review the `bpVMutil` logs and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2354

Message: Unknown error has occurred while the service operation request was processed.

Explanation: An internal error has occurred when an unexpected failure was reported while an operation was executed.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2355

Message: Failed to start `nbcctd` for the specified host.

Explanation: This issue occurs when `bpVMutil` tries to start the `nbcctd` service on the CDP gateway.

Recommended Action: Review the `bpVMutil` logs for any errors and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2356

Message: The specified directory path does not exist.

Explanation: The staging directory that is specified in the CDP gateway configuration request does not exist.

Recommended Action: Ensure that the staging directory path that is specified in the CDP gateway configuration request exists on the CDP gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2357

Message: SQLite database error occurred.

Explanation: An internal error has occurred when an unexpected failure was reported while an operation was executed. The `nbcctd` service uses SQLite as an internal database.

Recommended Action: Check the staging area file system IO. Also, try to minimize the number parallel CDP operations, if any.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2358

Message: The specified staging size validation failed.

Explanation: Not enough space was allocated for the staging location while the CDP gateway was added.

Recommended Action: Depending on what was specified in the API, you need to increase the size of the staging directory. The size of the staging directory should not be less than 100 GB.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2359

Message: Failed to register the specified virtual machine to the backup host.

Explanation: This issue occurs when an unknown or an unhandled error occurs.

Recommended Action: Refer to the following logs for more details:

- The `nbwebservice` log on the master server.
- The `bpVMutil` log and the `nbcctd` log on the CDP gateway

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2360

Message: Service configuration pre-checks are not met.

Explanation: This issue occurs in the following conditions:

- Insufficient space is available on the staging directory for the CDP gateway. The minimum required staging space on the gateway is 100 GB.
- Failed to start the CDP gateway service because the memory size validation failed. The minimum memory of the CDP host must be 4 GB.
- Failed to check if MSDP is configured on the same CDP host.

Recommended Action: Perform the following as appropriate:

- Increase the staging database size to more than 100 GB.
- Increase memory to more than 4 GB.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2361

Message: Failed to configure the specified backup host.

Explanation: This issue occurs when any request is sent to the CDP gateway and communication with `bprd` fails.

Recommended Action: Perform the following as appropriate:

- Check if all of the NetBackup processes are running.
- Check if the specified CDP gateway is correct and reachable.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2362

Message: Failed to retrieve the service configuration.

Explanation: This issue occurs in the following conditions:

- Unable to find the configuration file in the specified path.
- Unable to read the configuration file.

Recommended Action: Verify that the `/usr/openv/netbackup/nbcct/nbcct.conf` file exists and is accessible by the `nbcctd` service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2363

Message: Failed to remove the service configuration.

Explanation: Occurs in the following conditions:

- The CDP service configuration removal failed.
- Failed to remove the configuration database file due to system error. An example of a system error is that the file is in use or the file is locked.
- Failed to remove the CDP service configuration file due to file system issues.

Recommended Action: Perform the following as appropriate:

- Review the reason why the unlinking of the file failed.
- The `NBCCTD` service is running, stop the service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2364

Message: Failed to stop the service.

Explanation: Occurs when the `nbcctd` service fails to stop.

Recommended Action: Perform the following:

- Check the state of `nbcctd` process.
- Stop the `nbcctd` service manually.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2365

Message: Watermarks validation failed.

Explanation: This issue occurs in the following conditions: < High watermark

- Low watermark is not within the range of 0-99.
- High watermark is not within the range of 1-100.
- The low watermark is greater than the high watermark.

Recommended Action: Perform the following:

1. Check the specified value for low watermark and the high watermark.
2. Specify the values in the given range.
   - Low watermark - (0-99)
   - High watermark - (1-100)
   - Verify that the low watermark value should be less than high watermark value.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2367

Message: The specified host already has an active configuration.

Explanation: This issue occurs when you try to configure a currently configured CDP gateway.

Recommended Action: Remove the currently configured CDP gateway and configure a new gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2368

Message: The host of this VM is not in a running state.

Explanation: This issue occurs when you try to subscribe a VM that is not in running.

Recommended Action: Turn on the VM and put it into a running state manually.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2369

Message: Failed to unregister the specified VM from the backup host.

Explanation: An error was encountered while unregistering a VM for `IOTAPPING`.

Recommended Action: Refer to the `bpVMutil` and `nbcctd` logs on the CDP gateway for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2370

Message: Another CDP enabled backup is running for this VM.

Explanation: Concurrent CDP backup jobs for same client are not supported. Upon detection of concurrent jobs, the later backup job fails.

Recommended Action: Scheduled or manually triggered jobs succeed if there are no concurrent jobs running for same VM. If jobs keep failing, review the backup schedule and remove concurrent jobs for this VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2372

Message: You can update CDP policy only with the same VM.

Explanation: This issue occurs when there is an instance UUID mismatch in the policy update request.

Recommended Action: Specify the correct instance in the UUID in the policy update request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2373

Message: The staging directory is not empty.

Explanation: The staging directory that is specified in the CDP gateway configuration request must be empty.

Recommended Action: Verify that the staging directory path that is specified in CDP configuration request is empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2374

Message: NetBackup Accelerator must be enabled for CDP policies.

Explanation: A CDP policy supports only backups with Accelerator enabled, otherwise the policy creation fails.

Recommended Action: Enable the Accelerator option for the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2375

Message: Intelligent policy is not supported for CDP policies.

Explanation: CDP does not support VMware intelligent policies.

Recommended Action: Change the VMware policy to not include CDP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2376

Message: You cannot select multiple VMs for backup in CDP policies.

Explanation: Multiple VMs are not allowed in backup selection in a CDP policy.

Recommended Action: Specify a single VM in the CDP policy creation request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2377

Message: The VM is already subscribed to another policy.

Explanation: You cannot protect a single VM by two different CDP policies simultaneously.

Recommended Action: Unsubscribe the VM from the current CDP protection plan and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2378

Message: Failed to remove the specified CDP host configuration.

Explanation: Cannot remove the CDP gateway when the protection plan that is associated with gateway has active policies.

Recommended Action: Unsubscribe the CDP gateway from all the protection plans which use the CDP gateway and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2379

Message: Failed to start the CDP gateway service because the memory size validation failed.

Explanation: At the time of CDP configuration, the memory of the CDP gateway host was less than 4 GB.

Recommended Action: Increase the size of CDP host memory to greater than 4 GB.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2380

Message: Failed to start the CDP gateway service.

Explanation: The CDP gateway fails to start if the calculated pool size from `CCT_POOL_SIZE_QUOTA_PERCENTAGE` is less than 1 GB at a time of CDP configuration.

Recommended Action: Review the `CCT_POOL_SIZE_QUOTA_PERCENTAGE` value in the `nbcct.conf` file and increase the `CCT_POOL_SIZE_QUOTA_PERCENTAGE` to more than 1 GB.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2381

Message: Only full backup schedule is supported for CDP policies.

Explanation: The CDP policy includes unsupported schedule types. Only full backup schedules are supported for CDP policies.

Recommended Action: Remove any non-full backup schedules from policy creation payload and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2382

Message: Insufficient space available on the staging path for the CDP gateway.

Explanation: There is insufficient space available on the staging directory for the CDP gateway.

Recommended Action: Increase the size of the staging directory to minimum of 100 GB.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2383

Message: `NBCCTD` is down for the specified host.

Explanation: The `NBCCTD` service is not running on specified the CDP gateway.

Recommended Action: Ensure that the `NBCCTD` service is running on the CDP gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2384

Message: Storage path does not have a supported file system.

Explanation: The file system of the provided staging area path is not supported.

Recommended Action: Change the staging path to a non-root file system with a supported file system type (XFS, EXT3, EXT4, NFS, VxFS).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2385

Message: Provided path is to the root file system. Provide a CDP staging area path on non-root file system.

Explanation: The provided staging path is to the root file system.

Recommended Action: Change the staging directory path to a non-root file system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2386

Message: No mount point found for the provided staging area path.

Explanation: No mount points found on the host.

Recommended Action: Change the staging path to a non-root file system with a valid mount point.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2387

Message: Cannot update accelerator forced rescan property, for the CDP policy.

Explanation: This issue occurs when the accelerator forced rescan attribute of a CDP policy is updated after the policy is created.

Recommended Action: Perform the following as appropriate:

- Updating the accelerator forced rescan attribute for schedules in CDP policy is not allowed.
- Delete the current schedules using update (`PUT`) API, and create new schedule with the accelerator forced rescan attribute value that you want to set.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2388

Message: Only one accelerator force rescan schedule is supported for continuous data protection policies.

Explanation: When a CDP policy is created, the policy has more than one schedule with `acceleratorForcedRescan` set to `TRUE`. Only one `acceleratorForcedRescan` enabled schedule is supported.

Recommended Action: Remove any extra `acceleratorForcedRescan` enabled schedules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2389

Message: Only one accelerator force rescan schedule, and at least one full backup schedule with no accelerator force rescan, are required for CDP policies.

Explanation: This error occurs when a CDP policy is created when the following requirements are not satisfied:

- There should be only one accelerator forced rescan schedule.
- There should be at least one regular full backup schedule.

Recommended Action: Perform the following as appropriate:

- Remove any extra `acceleratorForcedRescan` enabled schedules.
- Add at least one regular, full backup schedule in a CDP policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2390

Message: Invalid backup host.

Explanation: The specified backup host is invalid.

Recommended Action: Specify a correct or a reachable backup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2391

Message: Cannot subscribe the VM. No space available in the staging area.

Explanation: A VM subscription was initiated and there is no VM quota available for the VM to be subscribed.

Recommended Action: Subscribe the VM to another gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2392

Message: Cannot subscribe the VM. Insufficient memory available.

Explanation: Not enough available memory to service the VM.

Recommended Action: Subscribe the VM to another gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2393

Message: The `nbcctd` service user on the CDP host does not have sufficient permissions to the staging directory.

Explanation: The `nbcctd` user does not have read-write permissions to the staging directory.

Recommended Action: The `nbcctd` user must have sufficient permissions to be able to access the staging directory.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2395

Message: VM quota size in GB validation has failed for CDP configuration.

Explanation: This error occurs when the VM quota size for the CDP host configuration is not within the VM quota size. The value of VM quota size in GB is not within the recommended limits of 10 GB to 1024 GB.

Recommended Action: You must enter a value of the VM quota size (in GB) that is within 10 GB to 1024 GB.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2396

Message: VM quota reserve percentage validation has failed for CDP configuration.

Explanation: This error occurs when the VM reserve percentage for the CDP host configuration is not within the VM reserve percentage limits. The value of VM quota reserve percentage is not within the recommended limits of 25 to 50.

Recommended Action: You must enter a value for the VM quota reserve percentage that is within the limits of 25 to 50.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2397

Message: Max full-sync validation has failed for CDP configuration.

Explanation: This error occurs when the max full-sync for the CDP host configuration is not within the max full-sync limits. The value of the max full-sync is not within the recommended limits of 2 to 25.

Recommended Action: You must enter a value for the max full-sync that is within the limits of 2 to 25.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2398

Message: VM quota size in GB validation has failed for CDP configuration because the VM quota size in GB must be less than staging space.

Explanation: This error occurs the value of VM quota size in GB is more than the staging area size in the CDP host configuration.

Recommended Action: You must enter a value for the VM quota size in GB that is less than the staging area size.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2399

Message: CDP service configuration was successful but failed to add CDP host configured entry in the `bp.conf` file on the CDP gateway.

Explanation: This issue can happen if the `bp.conf` file has the following issues:

- The file is not located in *`install_path`*`/openv/netbackup`.
- The file is corrupted.
- The NetBackup service user does not have permission to edit the file.

Recommended Action: Perform the following as appropriate:

- Verify that the `bp.conf` file is present at *`install_path`*`/openv/netbackup` location and the service user has permission to modify.
- You can also add the`CCT_IS_HOST_CONFIGURED=YES`entry manually and try the configuration operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2400

Message: CDP configuration migration is not complete. First start the CDP service manually and complete the migration.

Explanation: This issue can happen if the `nbcctd` daemon upgrade is in progress and a restart of the service is requested.

Recommended Action: First, start the CDP service manually and then complete the migration (upgrade). Next, try the configuration update operation, if necessary.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2401

Message: Cannot connect to the back-end services on the primary server or the CDP gateway.

Explanation: This error indicates that the NetBackup services on the media server (CDP gateway) are not running or `bprd` is not running on the primary server.

Recommended Action: Start the services on the CDP gateway and the primary server using `bp.start_all`. Also, verify that there is network connectivity between the primary server and the CDP gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2402

Message: Cannot perform the requested CDP operation because an internal error occurred.

Explanation: This error indicates that there was an internal failure during the operation.

Recommended Action: Review the `nbwebservice`, `bprd`, `bpVMutil`, and the `nbcctd` logs for more information. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2450

Message: Target host operating system is not supported for the agentless files or folders restore.

Explanation: The target host operating system is not supported. Agentless restore requires recovery packages to be deployed on the target host.

Recommended Action: SUSE Linux Enterprise Server, Microsoft Windows, and Red Hat Enterprise Linux (RHEL) are supported platforms. Refer to the NetBackup Client Compatibility List for the supported platforms for agentless restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2451

Message: Invalid target host user name or password.

Explanation: The user name and password fields, in the authentication details of the agentless recovery or pre-recovery check request, must be specified.

Recommended Action: Verify that the user name and password fields, in the authentication details of the recovery and pre-recovery check request, are specified and are not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2504

Message: Direct expiration of a mirror copy is not allowed

Explanation: The mirror copy alone cannot be expired. It expires when the parent copy expires.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2505

Message: Unable to connect to the database

Explanation: A backup job may go active and allocate backup resources, but then fail with the error below that is reported in the Job Details:

```
Error bpbrm(pid=27145) db_FLISTsend failed: Unable to connect
to the database (2505)
```

In addition, the `bptm` process may report the following error:

```
Warning bptm(pid=27162) cannot update image database to add
completed fragment, error = Unable to connect to the database
Info bptm(pid=27162) EXITING with status 252 <----------
```

This error can be caused by a lack of semaphore tuning within the kernel. This error cannot be resolved by NetBackup.

Recommended Action: In this case, the `semmni` value was insufficient at 128. By increasing this value to 1024, the ODBC connection was successful and NetBackup then ran successfully. Although this could affect other platforms, this error has been seen in multiple RedHat Enterprise Linux (RHEL) environments, usually when the RHEL system is the NetBackup master server. Any supported version of NetBackup could be affected by this environmental issue. See the *Recommended NetBackup UNIX / Linux semaphore tuning values (Linux/Solaris/HP-UX/AIX)* article at the following location for general recommendations and refer to the platform vendor support for additional details:

https://support.cohesity.com/s/article/article-100023842

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2517

Message: Backup set identifier may only contain a-z, A-Z, 0-9 and .-+_

Explanation: An Oracle backup set identifier (TAG) contains an invalid character outside of the following characters: a-z, A-Z, 0-9 and special characters ., -, +, and _.

Recommended Action: Remove the invalid character from the backup set identifier. This value is specified in the **Attributes** tab of the GUI **Policy** utility.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2520

Message: The current catalog backup cannot be triggered as another catalog backup is in progress.

Explanation: Another catalog backup is in progress.

Recommended Action: Wait until the earlier catalog backup is over.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2521

Message: Datafile copy tag may only contain a-z, A-Z, 0-9 and .-+_

Explanation: The Datafile copy tag contains an invalid character outside of the following characters: a-z, A-Z, 0-9 and special characters ., -, +, and _.

Recommended Action: Remove the invalid character from the Datafile copy tag. This value is specified in the **Oracle** tab of the GUI **Policy** utility.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2522

Message: Oracle policy cannot include a pluggable database with a FRA backup.

Explanation: NetBackup does not support FRA with Oracle 12c pluggable databases.

Recommended Action: Check the Oracle Intelligent Policy. If the policy has **Protect Instances and Databases** selected and includes pluggable databases, then the backup selection cannot be **Fast Recovery Area (FRA)**. You can either select a different backup selection or select the Oracle 12c instance and **Fast Recovery Area (FRA)**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2523

Message: Failed to add client to NetBackup configuration.

Explanation: There was an internal error when a client was added to the configuration. This type of error can occur after the domain name is changed.

Recommended Action: Save the `nbemm` and `bpdbm` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2524

Message: Catalog backup failed because the passphrase for the disaster recovery package is not set.

Explanation: During the catalog backup, the disaster recovery package is created. NetBackup requires the passphrase when it creates the disaster recovery package. If the passphrase has not already been set, the catalog backup fails.

Recommended Action: To set the passphrase for the disaster recovery package, do one of the following:

- In the **NetBackup Administration Console**, expand **Security Management > Global Security Settings**. On the **Disaster Recovery** tab, set the passphrase.
- Use the `nbseccmd -drpkgpassphrase` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2525

Message: The passphrase for the disaster recovery package is not set. You must set it for the catalog backups to be successful.

Explanation: During the catalog backup, the disaster recovery package is created. NetBackup requires the passphrase when it creates the disaster recovery package. If the passphrase is not set earlier, the catalog backup fails.

The error message is displayed when you configure the catalog backup policy. You should set the passphrase before you configure the catalog backup policy.

Recommended Action: To set the passphrase for the disaster recovery package, do one of the following:

- In the **NetBackup Administration Console**, expand **Security Management > Global Security Settings**. On the **Disaster Recovery** tab, set the passphrase.
- Use the `nbseccmd -drpkgpassphrase` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2526

Message: The master server certificate cannot be backed up from Windows certificate store during catalog backup.

Explanation: The master server's certificate cannot be backed up from Windows certificate store because of one of the following reasons:

- The `ECA_DR_BKUP_WIN_CERT_STORE` configuration option (from the Windows registry) is set to `NO`.
- The private key of the master server's certificate file is not marked as exportable.

Recommended Action: Ensure the following to resolve the issue:

- The private key of the master server's certificate file is marked as exportable while you store it in the Windows certificate store.
- The certificate is available as a file in the file system and the `ECA_CERT_PATH`, `ECA_TRUST_STORE_PATH`, and `ECA_PRIVATE_KEY_PATH` configuration options are set to appropriate values. For more information on the NetBackup configuration options, refer to the NetBackup Administrator's Guide, Volume I.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2527

Message: Changes are not allowed for a template that a protection plan manages.

Explanation: A template policy is an internal NetBackup resource used by protection plan. Users are not allowed to modify a template directly.

Recommended Action: Use the NetBackup web UI to update or delete protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2528

Message: Changes are not allowed for an SLP that a protection plan manages.

Explanation: The specified storage lifecycle policy (SLP) is an internal NetBackup resource used by protection plan. Users are not allowed to modify such SLP directly.

Recommended Action: Use the NetBackup web UI to update or delete protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2531

Message: The disaster recovery package was successfully created. However, one or more users who have permissions to the identity files from the package do not exist on the system.

Explanation: The disaster recovery package contains one or more identity files that have users who do not currently exist on the host. Such users can be in the form of security identifier (SID) that may be deleted from the past host.

Recommended Action: Identify whether the Access Control Lists (ACL) of these non-existing users are required or not. Review and compare the ACLs of the same identity file on a host where NetBackup is freshly installed. If these users do not need to have permission to the identity files, delete the ACLs of the associated identity files.

Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2532

Message: Schedule copies have storage units from different media servers.

Explanation: A policy schedule that is configured with multiple copies cannot have storage units from different media servers.

Recommended Action: If you use multiple copies for a schedule, make sure that the storage units that are assigned to each schedule are from same media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2547

Message: The maximum number of streams for the incremental backup should match that of the last full backup.

Explanation: The option values of the maximum number of streams for the incremental backup and the last full backup do not match. This error occurs when the 'Maximum number of streams' option is modified in the policy and an incremental backup job is run before taking a full backup.

Recommended Action: Do the following:

- Ensure that the options for maximum number of streams for incremental backup and full backup are set to the same value. If the problem persists, run a full backup and then run the incremental backup job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2549

Message: The catalog backup configuration is modified.

Explanation: As the catalog backup configuration is modified, you need to run a full catalog backup before run the incremental catalog backup job.

Recommended Action: Do the following:

- Ensure that the 'Allow multiple data streams' and 'Maximum number of streams' options are appropriately set. If the problem persists, run a full catalog backup before you run the incremental catalog backup job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2607

Message: Server information is not available.

Explanation: This error occurs when there are no MySQL servers present in the NetBackup client computer.

Recommended Action: Ensure that the MySQL installation is present, and the services are up.

If you need to contact Cohesity Technical Support, you must have the `ncfnbcs` log from the NetBackup client host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2610

Message: MySQL library path is not present in Backup Selection as well as environment variables.

Explanation: If the MySQL library path is not set in the Environment Variables, this error can occur.

Recommended Action: Set the `LIB_MYSQL_CLIENT` Path in the Environment Variables and the Path Variable for Windows and Linux, respectively. Also, ensure the symbolic link for the MySQL client library is correctly created in the same `LIB_MYSQL_CLIENT` directory.

If you need to contact Cohesity Technical Support, you must have the `ncfnbcs` and `bphdb` logs from the NetBackup client host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2611

Message: Database name was not found for the MySQL backup dump.

Explanation: This error occurs if a protection plan for the database to be backed up is not attached correctly.

Recommended Action: Ensure that the protection plan is properly attached with the databases to be backed up.

If you need to contact Cohesity Technical Support, you must have the `ncfnbcs` and `bphdb` logs from the NetBackup client host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2612

Message: Invalid library path was given for MySQL backup.

Explanation: This error occurs if the MySQL library path is not set in the Environment Variables and the symbolic link for the MySQL client library does not exist.

Recommended Action: Set the `LIB_MYSQL_CLIENT` Path in the Environment Variables and Path Variable for Windows and Linux, respectively. Also, ensure the symbolic link for the MySQL client library is correctly created in the same `LIB_MYSQL_CLIENT` directory.

If you need to contact Cohesity Technical Support, you must have the `ncfnbcs` and `bphdb` logs from the NetBackup client host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2613

Message: Unable to obtain MySQL credentials.

Explanation: This error occurs if credentials are invalid for the database to be backed up.

Recommended Action: Ensure that the specific database credentials are correct.

If you need to contact Cohesity Technical Support, you must have the `bphdb` log from the NetBackup client host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2800

Message: Standard policy restore error

Explanation: Some or all of the restore operation files failed. When performing a Snapshot Client restore, you may have selected a different path from the path in the policy's **Backup Selections** list.

For example, `vol6` is mounted on `/mnt/vol6` and `vol7` is mounted on `/mnt/vol7`. These mount points are specified in the backup selection. If you select only the parent directory (`/mnt`), the restore fails with status code 2800.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages about why the restore failed. Also, check the All Log Entries report on the server.
- Check the following logs for additional failure information:
  - NetBackup `tar` log
  - Master server: `bprd`, `nbjm`
  - Media server: `bpbrm`, `bptm`, `bpdm`
  - Client: `tar`
- Make sure that the required media server is available for the restore, or use the **Media host override** option.
- Verify that the media that is required for the restore is present and that the robot has been inventoried.
- Verify that no network issues exist between the media server and the client.
- Select the original path that is listed in the **Backup Selections** tab.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2801

Message: Oracle policy restore error

Explanation: An error caused the restore of the Oracle data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.

- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check ownership and permission on the Oracle instance that you restore.
- Check the NetBackup `dbclient` and `user_ops` logs for additional failure information.
- If restoring to an alternate client using RMAN, more information is available in the following technical article:
  https://support.cohesity.com/s/article/article-100022605
  Check that the Oracle user on the client can successfully communicate with the master server by using the `bpclntcmd -pn` command.
- Check that the Oracle user on the client can see the backup images on the master by using the `bplist` command.
- On UNIX and Linux hosts, check that the oracle user has sufficient permissions to read `/etc/services`, `/etc/nsswitch.conf`, and `/usr/openv/netbackup/bp.conf`.
- Ensure that the Oracle database is linked correctly, according to the NetBackup for Oracle Administrator's Guide (for example, `$ORACLE_HOME/lib/libobk.so`).
  More information is available in the following technical article:
  https://support.cohesity.com/s/article/article-100021454
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2802

Message: Informix-On-BAR policy restore error

Explanation: An error caused the restore of the Informix data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check ownership and permission on the Informix instance that you restore.

- Check the NetBackup `infxbsa` and `user_ops` logs from the client, and the `bprd` log from the master server for additional failure information.
- Check the Informix BAR_ACT_LOG, BAR_DEBUG_LOG, and MSGPATH logs for additional failure information.
- For large database restores, you may need to increase the client read timeout value.
- If you are restoring to an alternate client, review the checklist in the following article:
  https://support.cohesity.com/s/article/article-100010442
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2803

Message: Sybase policy restore error

Explanation: An error caused the restore of the Sybase data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on the Sybase instance that you restore and on the directories where files are restored.
- Check the NetBackup `sybackup` log for additional failure information.
- Create the following log folders, then retry the restore:
  On the client:

  ```
  /usr/openv/netbackup/logs/bphdb
  /usr/openv/netbackup/logs/bprestore
  /usr/openv/netbackup/logs/tar
  /usr/openv/netbackup/logs/sybackup
  ```

  On the media server:

  ```
  /usr/openv/netbackup/logs/bptm
  /usr/openv/netbackup/logs/bpbrm
  ```

  On the master server:

```
/usr/openv/netbackup/logs/bprd
```

- Correct the problems that you find and retry the restore.

To set the debug level on UNIX and Linux clients, enter the following line in the `bp.conf` file:

```
VERBOSE = 5
```

For a Sybase alternate client restore, the user ID (UID) of the restoring Sybase backup server must match the UID of the Sybase backup server from the source host.

For an alternate client restore, authorize the alternate client to access images for the original client.

Verify that the alternate client can browse the backup images for the original client:

```
# /usr/openv/netbackup/bin/bplist -C <origClient> -t 7 -l -R /
```

```
# install_path\netbackup\bin\bplist -t 7 -l -R /
```

On the alternate client, use the `bpclntcmd` command to test connectivity and name resolution. The command should display the name of the master server on the first line. The second line must contain the IP address of the network interface that the alternate client used when communicating with the master server. The first word on the second line is the name of the alternate client as resolved on the master server from the IP address. The second word on the second line may be 'NULL' if the alternate client is not being backed up. Otherwise, it is the name of the alternate client (or an alias) which is defined in a backup policy on the master server.

```
# /usr/openv/netbackup/bin/bpclntcmd -pn
```

Make sure that CLIENT_READ_TIMEOUT on the alternate client and media server is set large enough to allow the tapes to be read, the data transferred, and the database instance to write the data to disk.

See the following technical article for information about the steps for a Sybase alternative client restore operation:

https://support.cohesity.com/s/article/article-100016002

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2804

Message: MS-SharePoint policy restore error

Explanation: An error caused the restore of the SharePoint data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Create the following log folders on the SQL Server, the front-end web server, the media server, and the master server:

  ```
  install_path\NetBackup\logs\tar
  install_path\NetBackup\logs\bpresolver
  install_path\NetBackup\logs\bpbrm (media server)
  install_path\NetBackup\logs\bprd (master server)
  ```

  If you use granular restore technology (GRT), the following log folders also apply:

  ```
  install_path\NetBackup\logs\ncf
  install_path\NetBackup\logs\ncflbc
  install_path\NetBackup\logs\ncfgre
  install_path\NetBackup\logs\nbfsd
  install_path\NetBackup\logs\spsv2ra
  ```

- Check all SharePoint server Event Viewers (application and system) for any errors.
- Connect to the server where the SharePoint front-end server runs and launch the restore using Backup, Archive, and Restore GUI.
- Make sure that the restore is being launched correctly.
  See the NetBackup for Microsoft SharePoint Administrator's Guide.
- Correct the problems that you find and retry the restore.
- If you need to restore a VMware job, you must ensure that the media server is added to the additional server list. To access this list in the **NetBackup Administration Console**, expand **Host Properties > Master Server**. Double-click the name of the server to view the properties. Select the **Servers** tab to display the server list. In the **Servers** properties dialog box, select the **Additional Servers** tab and add the media server to the server list.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2805

Message: MS-Windows policy restore error

Explanation: An error caused some or all of the files to fail the restore operation.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check that you have selected the correct restore type on the Backup, Archive, and Restore GUI.
- Check ownership and permission on directories where files are restored.
- Check the following logs for additional failure information:
  - Master server: `bprd`, `nbjm`
  - Media server: `bpbrm`, `bptm`, `bpdm`
  - Client: `tar`
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2806

Message: NetWare policy restore error

Explanation: An error caused the restore of the NetWare data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check the NetBackup `tar` log for additional failure information. Also check the following log files: `bpcd`, `bpsrv`, `bprest`, and `user_ops`.
- For target restores, ensure that you have create and write rights to the volume that you are trying to restore. In the `BP.INI` file, ensure that the Allow_Server_Write parameter is set to yes.

- If you launched a non-target restore from the **NetBackup Administration Console**, ensure that the **Allow server directed restores** parameter is selected.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2807

Message: SQL-BackTrack policy restore error

Explanation: An error caused the restore of the SQL-BackTrack data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored and on the SQL-BackTrack instance that you are restoring.
- Check the NetBackup backtrack log for additional failure information.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2808

Message: Windows File System policy restore error

Explanation: An error caused some or all of the files to fail the restore operation.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check that you have selected the correct restore type on the Backup, Archive, and Restore GUI.
- Check ownership and permission on directories where files are restored.
- Check that the destination directories or files exist. If so, select the **Overwrite existing files** option on the **Backup, Archive, and Restore** GUI.

- Check the following logs for additional failure information:
  - Master server: `bprd`, `nbjm`
  - Media server: `bpbrm`, `bptm`, `bpdm`
  - Client: `tar`
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2809

Message: MS-SQL-Server policy restore error

Explanation: An error caused the restore of the SQL Server data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored and on the SQL instance that you are restoring.
- Check ownership and permission on the SQL Server instance and on the directories where files are restored.
- Check the following logs for additional failure information on the client side:

  ```
  install_path\NetBackup\logs\dbclient
  install_path\NetBackup\logs\bpbkar (Snapshot Client)
  install_path\NetBackup\logs\bpfis (Snapshot Client)
  install_path\NetBackup\logs\bppfi (instant recovery)
  ```

- Check the SQL server Event Viewers (application and system) for any errors or messages that are related to the restore operation.
- Increase restore verbose levels.
  See the NetBackup for SQL Server Administrator's Guide.
  Review this guide to verify that you launched the restore correctly.
- Connect to the server where SQL is running and launch the restore from that server using the Backup, Archive, and Restore GUI.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2810

Message: MS-Exchange policy restore error

Explanation: An error caused the restore of the Exchange data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission of the Exchange instance that you restore and the directories where files are restored.
- Verify the following log files depending on the type of restore being performed. All the log folders are located in the *install_path*\NetBackup\logs folder.
  - beds - All restore operations.
  - tar - All restore operations.

  Restores with Granular Recovery Technology (GRT):
  - nbfsd - This log appears on the client and the media server.
  - ncf - This log uses unified logging and appears on the destination client or proxy client.
  - ncflbc - This log is for nblbc.exe. It appears on the destination client or proxy client.
  - ncfgre - This log is for nbgre.exe. It appears on the destination client or proxy client.

  Instant Recovery and Instant Recovery off-host:
  - bpbkar - For off-host Instant Recovery restores, bpbkar logs on the alternate client.
  - bpfis - This log applies to Instant Recovery rollback restores. For off-host Instant Recovery backups, bpfis logs exist on both the primary and the alternate clients.
  - bppfi - For off-host Instant Recovery restores, bppfi logs on both the primary and the alternate clients.

- Check the Exchange Server Event Viewer for Application and System messages that are related to the restore operation.
- Connect to the server where Exchange is running and launch the restore from that server using the Backup, Archive, and Restore GUI.
- Verify that you launched the restore correctly.
  See the NetBackup for Microsoft Exchange Server Administrator's Guide.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2811

Message: SAP policy restore error

Explanation: An error caused the restore of the SAP data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission of the SAP instance that you restore and the directories where the files are restored.
- Check the following logs for additional failure information: `backint`, `tar`, `dbclient`, `bprestore`, and `user_ops`.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2812

Message: DB2 policy restore error

Explanation: An error caused the restore of the DB2 data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.

- Check ownership and permission of the DB2 instance that you restore and the directories where the files are restored.
- Check the NetBackup `bpdb2` log for additional failure information.
- Ensure that you configured the clients to allow redirected restores. See the NetBackup for DB2 Administrator's Guide for details.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2813

Message: NDMP policy restore error

Explanation: An error caused some or all of the files to fail the restore operation.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check the ownership and permission on directories where files are restored.
- Verify that the destination NDMP host supports DAR. If not, disable DAR.
- Check the `ndmpagent` (Originator ID 134) log for additional failure information.
- Check the NetBackup `bptm` log for additional failure information.
- Check that the **Force rollback even if it destroy snapshots** option of the point-in-time rollback restore is set (checked) or not set (unchecked).
  For more information on rollback restore, please see the NetBackup Replication Director Solutions Guide.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2814

Message: FlashBackup policy restore error

Explanation: An error caused some or all of the files to fail the restore operation.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check the NetBackup `tar` log for additional failure information.
- Enable and verify VxMS logs for additional failure information.
- For VMware restores, enable the `bpvmutil` logs.
- If you run a VMware restore, make sure that the user account that is specified in the VMware credentials has full administration rights on the target vCenter and the ESX server.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2815

Message: AFS policy restore error

Explanation: An error caused some or all of the files to fail the restore operation.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check the NetBackup tar log for additional failure information.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2816

Message: DataStore policy restore error

Explanation: An error caused the restore of the DataStore data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. If you run one PureDisk disaster recovery, check the output from the `/opt/pdinstall/DR_Restore_all.sh` script on the PureDisk node. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check ownership and permission on the database instance that you restore.
- Check the NetBackup `exten_client` log for additional failure information.
- If you restore a Netezza appliance, collect the log files from `/nz/kit/log/restoresvf/*`.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2817

Message: FlashBackup Windows policy restore error

Explanation: An error caused some or all of the files to fail the restore operation.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check the NetBackup `tar` log for additional failure information.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2818

Message: NetBackup Catalog policy restore error

Explanation: An error caused the restore of the NetBackup catalog to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Ensure that NetBackup is at the same version and patch level as the computer where the catalog image was created.
- Ensure that the path where you restore the catalog is same as when it was backed up.
- Ensure that sufficient disk space exists on the target system where the restore runs.
- Ensure that the current master server host name matches the host name of the computer where the catalog image was created.
- Check ownership and permission on directories where files are restored.
- Check the NetBackup `tar`, `admin`, `bptm`, and `bpbrm` logs for additional failure information.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2819

Message: Enterprise Vault policy restore error

Explanation: An error caused the restore of the Enterprise Vault data to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Check the NetBackup `tar` log for additional failure information. Also, check the Enterprise Vault server Event Viewer (application and system) for errors or clues.
- Connect to the server where the Enterprise Vault front-end runs. Launch the restore by using the Backup, Archive, and Restore GUI.
- Verify that you launched the restore correctly.
  See the NetBackup for Enterprise Vault Agent Server Administrator's Guide.

- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2820

Message: NetBackup VMware policy restore error

Explanation: An error caused the restore of the VMware policy data to fail, as follows:

- If a virtual CD or DVD ISO is not available on the host where you restore the virtual machine, the restore fails. The vCenter interface may include the following message:

  ```
  Invalid configuration for Device '1'.
  ```

- If the virtual machine to restore and the virtual machine that contains the hotadd restore host do not reside in the same data center, the restore fails.
- The restore host cannot access the VMware datastore over the selected transport mode. The job log on the restore host may contain messages like the following example:

  ```
  FTL - Virtual machine restore: VxMS initialization failed.
  ```

- You attempted to restore a file that has a path name longer than 1023 characters. A backup of a Linux virtual machine backs up all files, including those with path names longer than 1023 characters. But you cannot restore the long path-name files individually.
- For the restore, the virtual machine's hardware version (such as 7) is later than the hardware version that the target server supports. If VMware Tools cannot convert the virtual machine's hardware version to an earlier version, the restore fails. Messages similar to the following appear in the detailed status log:

  ```
  Info bpVMutil(pid=6268) INF - vmwareLogger: WaitForTaskCompleteEx:
  The virtual machine version is not compatible with the version of the
  host <hostname>.
  ```

- You attempted to restore a large virtual machine with one or more VMDKs that are formatted as **Thick Provision Eager Zeroed**. Because of the size of the virtual machine or its VMDKs, creation of the virtual machine may take more than 2 hours. As a result, the restore failed.

Recommended Action: Review the following lists for solutions to this error.

Check the job details in the Activity Monitor and take action as dictated by that information, as follows:

- Ensure that an .ISO file that is presented to a virtual machine as a virtual CD or DVD during backup is available on the destination host.
- For a successful hotadd restore, ensure that the two virtual machines are in the same VMware data center.
- Select a different transport mode and retry the restore.
- You cannot restore restore a file that has a path name longer than 1023 characters.
- If possible, restore the VM to a VMware server that supports the VM's hardware version.
- In Backup, Archive, and Restore, change the restored virtual disk to **Thick Provision Lazy Zeroed** or **Thin Provisioning**.

When a VMware agentless restore is performed, the restore can cause one of the following issues:

- Failed to identify the newly attached device on destination VM %s. One possible cause is that the destination VM user credentials have insufficient permissions. It is recommended target VM user credentials with root or administrative privileges.
- Failed to attach the temporary vmdk %s to the destination VM %s with error %d.
  Make sure that the target VM has at least one paravirtual controller with available LUNs.
- Failed to upload the process rename file to the destination VM %s with error %d.
  Make sure there is sufficient space available in target VM.
- Failed to restore the selected files and folders.
  Review the `tar` log to troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2821

Message: Hyper-V policy restore error

Explanation: On a Hyper-V restore operation, a connectivity issue between the Hyper-V host and the media server causes `bptm` to fail to write to the socket.

Recommended Action: Try the following:

- Update the NIC drivers and firmware if necessary.
- Ensure that the network hardware between the media server and the client operates properly.
- Add NetBackup processes and directories to the Antivirus Exclusion List since antivirus applications may close the established socket.
- Increase TCP resiliency on the Windows hosts (master servers, media servers, and clients) by setting the `TcpMaxDataRetransmissions` registry key to a value of 10. The default value is 5.
  More information is available from Microsoft about the `TcpMaxDataRetransmissions` registry key:
  http://msdn.microsoft.com/en-us/library/aa915651.aspx

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2822

Message: Hypervisor policy restore error.

Explanation: Unable to restore the data that was backed up using the Hypervisor policy because of the following reasons:

- Unable to attach the restored disks to the target VM.
- Failed to create the VMs with the specified disks.
- VM name contains unsupported characters.
- VM name length exceeds the maximum supported length.

Recommended Action: Please review the following information for your particular workload.

- Review the job details from the Activity Monitor for issue details. Refer to the `bpVMutil` logs for more information. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.
- Ensure that there is enough space available on the destination storage domain to restore the disks. The disk creation can take some time to complete.
- Verify that the entries in the `rename` file are in the correct format.
- Refer to the `bpVMutil` logs for more information. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

RHV:

- Verify the `RHV_CREATEDISK_TIMEOUT` configuration entry and update it if required.
- Verify that the target storage domain type is supported for restores by NetBackup.
- Refer to the `bpVMutil` logs for more information. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.
- Refer to the RHV documentation for the supported VM display name characters and length.

Nutanix AHV:

- Refer to the Nutanix AHV documentation for the supported VM display name characters and length.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2824

Message: Cloud policy restore error.

Explanation: Unable to restore the data that was backed up using the cloud policy. Multiple issues can cause this error.

Recommended Action: The following tables list the `nbcs` level error messages which are displayed in **Job Details** on the **Activity Monitor** and the action you need to take to fix the issue.

Table 1-2 Restore failed as the pre-requisites for restore operation were not satisfied for the asset

Message	Recommended action
Disk `Resource group <RG>` does not exist.	The resource group in the disk destination path does not exist. Select the resource group which is present in the cloud.
Disk `subscription ID <>` must be the same as the host subscription ID.	Ensure that the given subscription ID as part of the disk destination path, match with subscription ID from VM destination path.
VM with `name <>` already exists.	Retry the operation after changing the display name.
VM `display name <>` is unsupported.	Ensure that the VM name is compliant with the cloud provider's naming convention.

Table 1-2 Restore failed as the pre-requisites for restore operation were not satisfied for the asset *(continued)*

Message	Recommended action
`DestinationPath <>:` is not configured for selected config.	The provided subscription is not configured in the given destination configuration. Provide a subscription that exists in the configured cloud provider.
`Subnet <id>` does not exist.	The destination network that is selected does not exist in the selected subscription. Select a network which is present on the cloud. Ensure that discovery has run after the creation of a new subnet.
Destination `Resource group <RG>` does not exist.	The resource group in the VM destination path does not exist. Select a resource group which is present on the cloud.
`Region <>` is not configured.	Ensure that the selected region is part of the destination configuration.
Failed to find `sqlpackage` client utility on a given host.	Install the required `sqlpackage` utility on the media server.
Configure and mount Universal Share Accelerator failed.	■ For VM-based deployment if an external disk is attached to the NetBackup Snapshot Manager host and mounted as `/datamover_storage` then ensure at least 500GB of disk space is available. ■ For VM-based deployment, if no external disk is attached to the NetBackup Snapshot Manager host or if it is not mounted as `/datamover_storage`: then ensure that the root partition has at least 500GB of disk space available.
Failed to get export path and `vpfs` server.	■ In Cloud Scale deployment ensure that all MSDP pods have at least 500GB of disk space available. ■ In VM-based deployment ensure that the storage server should have at least 500GB of disk space available at the configured storage path.

Table 1-2 Restore failed as the pre-requisites for restore operation were not satisfied for the asset *(continued)*

Message	Recommended action
The following are only applicable for Azure Stack restore from backup. Restore failed due to the staging location not correctly specified. Verify that the `/cloudpoint/azurestack.conf` has a correct entry for the staging location.	
Failed to get a staging location for the `subscription: {id}`.	Ensure that staging location details (for example: storage account and container) are added in the file `/cloudpoint/azurestack.conf` for the selected target subscription.
The `storage account:<account name>`, does not exist.	Ensure that the storage account is present in the target subscription.
The `container: {container name}`, does not exist in the `storage account: {account name}`.	Ensure that the storage account container is present in the storage account.

Table 1-3 Failed to perform a recovery operation for the asset

Message	Recommended action
Failed to create an asset `<disk/host>`.	One of the probable reasons can be that the quota limit has exceeded. Check if the required resource limit is available.
`Asset <>` not found.	Ensure that the asset is present in the cloud and it is discovered.

Table 1-4 Restore failed due to SSL certificate issues or connectivity issues between Snapshot Manager and Azure or Azure Stack

Message	Recommended action
Unable to retrieve the certificate CRL. If you have configured the `ECA_CRL_PATH`, ensure that valid CRLs are present at the location. Check if the CRL URL is accessible from the Snapshot Manager.	Copy the latest CRL into the `ECA_CRL_PATH` path or ensure the CRL distribution point URL, from the respective host certificate, is accessible from the Snapshot Manager.
The Azure or Azure Stack servers' certificate is revoked. Ensure that the certificates are not revoked by certificate authority.	The certificate of the server has been revoked. Contact your security administrator for assistance.

Table 1-4 Restore failed due to SSL certificate issues or connectivity issues between Snapshot Manager and Azure or Azure Stack *(continued)*

Message	Recommended action
The certificate revocation list (CRL) is expired. Ensure that the `ECA_CRL_PATH` is updated with the latest CRL.	Ensure that the latest CRL's are uploaded at the `ECA_CRL_PATH` path. You can update the NetBackup CRL cache manually by using the following command on Snapshot Manager: `docker exec -i flexsnap-certauth bash -c '/usr/openv/pdde/pdopensource /nbcertcmdtool/nbcertcmdtool -atLibPath /usr/openv/pdde/pdopensource/nbcertcmdtool -updateCRLCache'`
The certificate revocation list (CRL) is not yet valid.	Review your Snapshot Manager's system time or provide a valid CRL.
The date of the last update of the certificate revocation list (CRL) is not in a valid format.	Check the CRL using the `openssl` command or contact your Security Administrator.
The date of the next update of the certificate revocation list (CRL) is not in a valid format.	Check the CRL using the `openssl` command or contact your Security Administrator.
The Azure or Azure Stack server certificate is expired. Ensure that the server has a valid certificate.	Review the certificate and ensure the validity of it by checking the certificate to make sure that the end date is valid. Check if the Snapshot Manager's clock is in sync with the specified server. Correct the time on the host, if necessary, and rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.
The Azure or Azure stack servers certificate is not yet valid.	Check if the Snapshot Manager's clock is in sync with the specified server. Correct the time on the host, if necessary, and rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Table 1-4 Restore failed due to SSL certificate issues or connectivity issues between Snapshot Manager and Azure or Azure Stack *(continued)*

Message	Recommended action
Unable to find the public root and intermediate certificates of the Azure Stack server.	Ensure that the certificate file is configured correctly at the `ECA_TRUST_STORE_PATH` located in the `bp.conf` file on the Snapshot Manager. Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.
Failed to load the Certificate Revocation List (CRL) from the CRL cache. Ensure that the valid CRL file is configured on the Snapshot Manager for Azure or Azure Stack by `ECA_CRL_PATH`.	Ensure that the valid CRL file is configured on the Snapshot Manager for Azure or Azure Stack by the `ECA_CRL_PATH`.
Failed to connect to the Azure or Azure Stack server. Ensure network connectivity between Snapshot Manager and the Azure or Azure Stack server.	Ensure network connectivity between the Snapshot Manager and the Azure or Azure Stack server.
Cannot use the specified SSL cipher for Azure or Azure Stack server.	Contact Cohesity Technical Support.
Operation failed with cURL error:	Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2826

Message: Master server failed to connect to backup restore manager on media server for restore

Explanation: A process on the master server cannot connect to a process on a host on the network. This error occurs when the process tries to initiate communication with the server that has the storage unit. This problem can occur during a restore in either a single or a multiple server configuration.

Recommended Action: Try the following possible solution in the order presented:

- From the master server, ping the master and all media servers by using the host names in the storage unit configuration.
- From each of the media servers, ping the master server by using the name that is specified in the NetBackup server list. On a UNIX or Linux server, this master is the first SERVER entry in the `bp.conf` file. On a Windows server, the master is designated on the **Servers** tab in the **Master Server Properties** dialog box.
- Check that all of the services are running on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2827

Message: Client failed to connect to the media server for restore

Explanation: The client cannot connect to the media server for a restore operation.

Recommended Action: Try the following possible solution in the order presented:

- From the master server, ping the master and all media servers by using the host names in the storage unit configuration.
- Check that all services are running on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2828

Message: Restore failed because the MS-SQL-Server services are down

Explanation: The SQL Server services are down on the system where the NetBackup client and the NetBackup for SQL Server agent are running. So the NetBackup for SQL Server agent cannot connect to the SQL Server.

Recommended Action: Check that the SQL Server instance service is running and that NetBackup processes have permission to access the SQL Server instance service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2829

Message: Restore failed due to MS-SQL-Server database in use

Explanation: SQL Server database is busy with another operation and cannot restore the requested database on the system where the NetBackup client and the NetBackup for SQL Server agent are running.

Recommended Action: After the database finishes its current operation, try to restore the database. Or, the database administrator needs to check if the database is busy and what operation it is performing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2830

Message: Restore failed due to an incorrect path in the MS-SQL-Server MOVE script

Explanation: The MOVE template that is generated for the database restore using the NetBackup MS SQL Client has an incorrect path that was specified for the database/log file for the keyword TO.

Recommended Action: Check the MOVE script and correct the path that was specified for the database log file for the keyword TO.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2831

Message: Restore error

Explanation: An error caused the restore to fail.

Recommended Action: Try the following possible solutions in the order presented:

- Ensure that the client server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Correct the problems that you find and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2832

Message: Restore failed due to rename file format error

Explanation: The rename file that is used to specify details about virtual machine alternate client location restores cannot be read because it has an invalid format.

Recommended Action: If you want to execute the `nbrestorevm` command and manually enter the rename file, verify that the file complies with the format specified in the NetBackup Commands Reference Guide. For additional information, check the job details in the Activity Monitor and the `bprd` log on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2833

Message: Restore failed due to partition restore error

Explanation: This error is encountered when restoring a raw partition, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2834

Message: Restore failed due to failure to read change block bitmap

Explanation: NetBackup cannot read the change block bitmap header of the backup image, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2835

Message: Restore failed due to corrupt image

Explanation: NetBackup reads an invalid backup image header type, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2836

Message: Restore failed because the bitmap size read from the image header differs from the expected size.

Explanation: The bitmap size in the backup image header is inconsistent with the bitmap size found in the NetBackup internal database. This failure indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2837

Message: Restore failed due to invalid metadata

Explanation: Invalid metadata cannot be added to the backup image header, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2838

Message: Restore failed because no raw partitions were found

Explanation: No raw partitions were found in the backup image, which may indicate that the backup image is defective.

Recommended Action: Verify that the backup image contains a list of raw partitions. This error may indicate that the backup image is defective. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2839

Message: Restore failed due to invalid raw partition ID

Explanation: NetBackup cannot identify the raw partition ID, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2840

Message: Restore failed due to out of sequence raw partitions

Explanation: Raw partition file numbers are out of sequence, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2841

Message: Restore failed due to failure to read the header from the backup image

Explanation: The restore cannot read the backup image header, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details

in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2842

Message: Restore failed due to failure to read the VMware bitmap

Explanation: The restore operation is unable to retrieve the VMware bitmap from the backup image, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2843

Message: Restore failed due to failure to start VxMS

Explanation: The restore is unable to load VxMS. VxMS is a library used to map physical addresses of files and volumes.

Recommended Action: Verify that the media server and the recovery host environment has adequate memory and correct file permissions. For additional information, check the job details in the Activity Monitor and the `bprd` log on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2844

Message: Restore failed due to failure to read the FIID file

Explanation: The restore operation is unable to read the FIID file, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2845

Message: Restore failed due to failure to retrieve the bitmap

Explanation: The restore operation cannot retrieve the backup image bitmap from the NetBackup internal database, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2846

Message: Restore failed due to failure to retrieve the fsmap

Explanation: The restore operation cannot retrieve the backup image's file system map from the NetBackup internal database, which indicates that the backup image is defective.

Recommended Action: If another backup copy exists, make that image the primary copy and attempt to restore from it. For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2847

Message: Restore failed due to failure to start the bptm writer

Explanation: The restore operation is unable to start the `bptm` writer process.

Recommended Action: Verify that the media server and the recovery host environment has adequate memory and correct file permissions. For additional information, check the job details in the Activity Monitor and the `bprd` log on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2848

Message: Restore failed due to failure to create the virtual machine

Explanation: The following are possible causes:

- Credentials for the VMware server do not have sufficient permissions to create a virtual machine.
- Insufficient space on a datastore.
- Incompatible VM configuration or vmdk configuration.
- Error or task cancelation on the VMware server.

For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Recommended Action: Do the following:

- Check that the VMware server has sufficient permissions.
- Increase the space available for the datastore.
- Resolve any configuration incompatibilities.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2849

Message: Restore failed due to failure to delete the virtual machine snapshot

Explanation: The restore operation failed due to an error during the delete virtual machine snapshot operation.

Recommended Action: Do the following:

- Check that the VMware server has sufficient permissions to delete a virtual machine snapshot.
- Increase the space available for the datastore.
- Error or task cancellation on the VMware server.

For additional information, check the job details in the Activity Monitor, the `bprd` log on the master server, and the `bptm` log on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2850

Message: Restore error

Explanation: An error caused the restore to fail.

Recommended Action: This status code can appear for multiple workloads. Please review the following information for your particular workload.

For general troubleshooting, try the following possible solutions in the order presented:

- Ensure that the client-server list contains entries for the master server and any media servers that can be used during a backup or restore.
- Examine the status or the progress log on the client for messages on why the restore failed. Also, check the All Log Entries report on the server.
- Check ownership and permission on directories where files are restored.
- Correct the problems that you find and retry the restore.

In the case of Hadoop and HBase:

- This error is encountered when an import of an image is used to create a catalog entry and then afterwards a restore is triggered. To troubleshoot this error, refer to the following procedure:

To troubleshoot the restore failure:

1. Create a rename file with the `ALT_APPLICATION_SERVER` as the application server name. Provide the primary name node only (instead of alternate name node). Ensure that the credentials for primary name node are already present.
2. Perform the restore using the `bprestore` command.

In the case of Azure Stack and OpenStack:

- If the error occurs for an AIR restore scenario, restore the catalog before you restore the AIR images.

In the case of Hadoop with Kerberos:

- This issue arises if the `HDFS` owner does not set ownership for files and directories or if there are issues with Kerberos configuration. Before restoring, ensure the following:
  - Ensure that the `HDFS` owner user is used for Kerberos backup.
  - Ensure that with the current Kerberos user, it is possible to set the `owners/ACLS` manually using `HDFS` commands, such as `chown` and `setfacl`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2864

Message: The disaster recovery package could not be imported.

Explanation: The operation was not successful because the disaster recovery package was corrupt.

Recommended Action: Ensure that you are using the disaster recovery package that was emailed to you or a copy of the same package.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2865

Message: The database table could not be loaded.

Explanation: The operation was not successful because the host identity could not be restored in the NetBackup database.

Recommended Action: Ensure that the NetBackup database is accessible while the NetBackup database process is running. Use the following command to check if the database is accessible:

- On UNIX: `/usr/openv/db/bin/nbdb_ping`
- On Windows: *`install_path`*`\NetBackup\bin\nbdb_ping`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2866

Message: The specified passphrase is incorrect.

Explanation: The operation was not successful, because the passphrase does not match the one that was set at the time of the catalog backup.

Recommended Action: Ensure that the specified passphrase is the same as the one that you set at the time of the catalog backup that is associated with this disaster recovery package.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2869

Message: The identity package is corrupt.

Explanation: The disaster recovery (DR) identity package may be inadvertently modified.

Recommended Action: Use a different DR identity package or use the steps that are available in the following article:
https://support.cohesity.com/s/article/article-100033743

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2870

Message: The master server certificate cannot be imported from the DR package to Windows certificate store.

Explanation: An internal error may have occurred in Windows certificate store or the PFX file is corrupted.

Recommended Action: Try to restore the disaster recovery (DR) package to an alternate directory location and manually import the PFX files into the Windows certificate store. You can manually import the files by double-clicking the PFX files in the following locations:

- PFX file path for the alternate directory import :
  - *alternate_directory**directory_name*\usr\openv\netbackup\tmp\tempWinCredStore*.pfx
- File path of the PFX file's password:
  - *alternate_directory**directory_name*\usr\openv\netbackup\tmp\tempWinCredStore\pfxPwdFile.txt

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2877

Message: Hypervisor pre-restore operation failed.

Explanation: The pre-restore operation has failed for the hypervisor.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2880

Message: The recovery host in the restore specification does not support in-place virtual machine disk restores.

Explanation: The recovery host does not support in-place disk restores. For in-place disk restores, a recovery host must run NetBackup 8.3 or later.

Recommended Action: To perform an in-place disk restore, specify a recovery host with NetBackup version 8.3 or later.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2881

Message: Failed to query the data specific to disaster recovery package.

Explanation: The requested information specific to the disaster recovery package cannot be retrieved.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2882

Message: The specified disaster recovery package is being restored on a host with a name that is different from the one where the package was created.

Explanation: Name of the host where the disaster recovery package was created does not match the one where the package is restored to.

Recommended Action: Ensure that the host names match in case of both backup and restore of the disaster recovery package.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2883

Message: One or more users who have permissions to the identity files that need to be backed up as part of the DR package do not exist on the system.

Explanation: The disaster recovery package contains one or more identity files with users who do not exist on the host. The error can be seen during NetBackup installation in a disaster recovery mode or while the `nbhostidentity` command is used to import the disaster recovery package.

Recommended Action: Perform the following as appropriate:

- Either map the non-existing users to the appropriate users on the host or skip them while retrying.
- If you install NetBackup in a disaster recovery mode, set the `DR_PKG_MAPUSER` environment variable with the mapping.
- Use the `-mapuser` option to provide the mapping or skipping the ACLs of user. Refer to the NetBackup Commands Reference Guide for more details.

If the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2887

Message: Import of VM to vApp failed.

Explanation: The VM cannot be imported automatically to the vApp. The VM was deleted successfully.

Recommended Action: Perform the following as appropriate:

- Ensure that the maximum number of VMs has not been exceeded.
- Ensure that there is enough allocated storage.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2888

Message: VM has been left at vCenter after import failure.

Explanation: The VM cannot be imported automatically to the vApp and the VM created on vCenter side was not deleted.

Recommended Action: Perform the following as appropriate:

- The VM needs to be deleted or imported manually.
- Ensure that the maximum number of VMs has not been exceeded.
- Ensure that there is enough allocated storage.
- NetBackup can automatically delete a VM on import failure. To enable this option, set `DELETE_VM_ON_IMPORT_FAILURE = 1` in the `bp.conf` file or in the registry on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2889

Message: Kubernetes pre-restore operation failed.

Explanation: Kubernetes failed to create a data mover pod used for restoring the data to the Kubernetes cluster.

Recommended Action: Perform the following as appropriate:

- Check if the data mover image is properly set in the data mover ConfigMap and the user have access to pull the image from the repository.
- Ensure that the storage classes have the required NetBackup labels.
- Ensure that there are enough resources on the cluster for spawning pods.
- Check NetBackup Kubernetes operator logs to know more details about the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2890

Message: Kubernetes restore data operation failed.

Explanation: There is an issue during data movement from the storage unit to the data mover pod.

Recommended Action: Perform the following as appropriate:

- Ensure that the data mover is running properly.
- Ensure that the media server is reachable from the data mover pod.
- Ensure that the host aliases are present in the data mover ConfigMap if short names are in use.
- Ensure that the `backupservercert` is configured in a correct manner on the Kubernetes operator cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2891

Message: Kubernetes post-restore operation failed.

Explanation: NetBackup encountered an issue while restoring the metadata or PVC in the destination namespace.

Recommended Action: Perform the following as appropriate:

- To restore a PVC to the original namespace, ensure that the PVC is not present in the original namespace before you start a restore operation.
- Review the NetBackup Kubernetes operator logs to get more details about the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2892

Message: Kubernetes restore from backup operation failed.

Explanation: The namespace metadata was not restored successfully.

Recommended Action: Perform the following as appropriate:

- Ensure that the namespace has the NetBackup supported resources.
- Check Kubernetes operator logs for more details about the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2893

Message: NetBackup FIPS mode is enabled and the specified disaster recovery package was created on a host where FIPS mode was disabled.

Explanation: If FIPS is enabled on NetBackup and you attempt to import a disaster recovery package which was created on a FIPS disabled system, the import fails.

Recommended Action: If you import a disaster recovery package from a system where FIPS was disabled, then disable FIPS on the current NetBackup system. Then you can try to import the disaster recovery package.

For more information about disabling FIPS in NetBackup, refer to the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2894

Message: Failed to create the instant access mount for cloud backup image.

Explanation: NetBackup reached the maximum number of instant access mounts allowed. As such, NetBackup failed to create the instant access mount.

Recommended Action: Reduce the number of instant access mounts and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 2897

Message: Instant access mount point already exists.

Explanation: Instant access mount point already exists.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `bprd` logs on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3000

Message: To use the **Allow dynamic multi-streaming** option, the **VSOFIM** should be selected in snapshot options.

Explanation: The **VSO** option is not selected as snapshot method in the policy configuration.

Recommended Action: Update the policy configuration to select the **VSO** as snapshot method.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3002

Message: Client timed-out waiting for file system crawler to populate the `filelist` in the shared memory.

Explanation: The file system crawler is not able to populate the `filelist` to backup in shared memory.

Recommended Action: Ensure network connectivity between the backup host and volume is consistent. Resume or restart the policy backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3003

Message: The file system crawler process timed-out waiting for streams to attach with shared memory.

Explanation: Backup streams are not able to access the shared memory.

Recommended Action: Ensure that network connectivity of the backup host is consistent.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3004

Message: The off-host backup for the **NAS-Data-Protection** policy was not selected.

Explanation: The **NAS-Data-Protection** policy uses a backup host to protect volumes. You must select the off-host policy parameter.

Recommended Action: Configure the policy to enable the off-host backup and select a backup host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3005

Message: Instant Recovery snapshot only option is not supported if the checkpoint option is selected.

Explanation: The **NAS-Data-Protection** policy does not support the **Snapshot only** option.

Recommended Action: Change the policy type to **Storage Lifecycle Policies**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3006

Message: For **NAS-Data-Protection** policy, the policy storage must be **Storage Lifecycle Policies** or select the **Override policy storage selection** option while schedules are configured.

Explanation: The **NAS-Data-Protection** policy supports only SLP as policy storage.

Recommended Action: Change the policy type to **Storage Lifecycle Policies**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3007

Message: For **NAS-Data-Protection** policy, the destination client cannot be used to restore.

Explanation: For the **NAS-Data-Protection** policy restore operation, the source client and the destination client should not be same.

Recommended Action: Select a source client as a NAS array head and destination client as backup host to mount the volume or the share.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3008

Message: Failed to get required value from **MediaDescription**.

Explanation: The **MediaDescription** field does not contain required values.

Recommended Action: Ensure that connectivity to master server is consistent to avoid partial retrieval of image data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3009

Message: For **NAS-Data-Protection** policy, the value of the **Maximum jobs per policy** attribute must be greater than the **Maximum number of streams per volume** attribute

Explanation: The value of the **Maximum jobs per policy** must be less than the value of **Maximum number of streams per volume** configured in policy.

Recommended Action: Update the values of **Maximum jobs per policy** in the host properties to accommodate selected streams.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3010

Message: For **NAS-Data-Protection** policy, the off-host backup and use backup host pool options must be selected.

Explanation: The **NAS-Data-Protection** policy uses backup host pool to protect volumes. This policy requires the **Perform off-host backup** policy parameter to be selected.

Recommended Action: Configure the policy to enable off-host backup and then select the backup host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3011

Message: For **NAS-Data-Protection** policy, a backup host pool name must be configured in the policy.

Explanation: The **NAS-Data-Protection** policy uses a backup host pool to protect volumes.

Recommended Action: Configure the **NAS-Data-Protection** policy to enable off-host backup and select the backup host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3012

Message: Failed to get local host name.

Explanation: The NetBackup backup host is not able to retrieve the local host name.

Recommended Action: Ensure all NetBackup services are up and running on the backup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3013

Message: The **Snapshot only** SLP is not supported for the **NAS-Data-Protection** policy.

Explanation: For the **NAS-Data-Protection** policy, snapshot only SLP is not supported.

Recommended Action: Configure the **Backup From Snapshot** to existing SLP as a second operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3014

Message: Failed to generate vendor change tracking information.

Explanation: Request to generate vendor change tracking information has failed.

Recommended Action: Retry the operation. If the issue persists, review the `flexsnap` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3016

Message: Failed to fetch the vendor change tracking task details.

Explanation: Request to fetch the vendor change tracking information task details failed.

Recommended Action: Ensure that the Snapshot Manager services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3017

Message: Failed to get snapshot `diff`.

Explanation: NetBackup is not able to get vendor change tracking information.

Recommended Action: Retry the operation. If the issue persists, refer to `flexsnap` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3018

Message: Snapshot does not support `diff` capability.

Explanation: Provider does not support the vendor change tracking capability.

Recommended Action: Clear the **Enable vendor change tracking for incremental backups** check box in the policy configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3019

Message: Base snapshot ID is unknown to get `diff`.

Explanation: There is no full backup snapshot ID to get the vendor change tracking information.

Recommended Action: Perform the following, as appropriate:

- Update the policy schedule to create full backup first and then create an incremental backup.
- When a new NAS volume is added or discovered in the NAS-Data-Protection policy, perform a backup using the full schedule.
- Adjust the snapshot copy retention setting to ensure that the snapshot is available when an incremental backup starts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3021

Message: Failed to get all snapshot `diffs`.

Explanation: NetBackup is not able to get the vendor change tracking information.

Recommended Action: Retry the operation. If the issue persists, refer to `flexsnap` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3022

Message: Failed to parse the response of the create vendor change tracking information.

Explanation: NetBackup is unable to parse vendor change tracking information.

Recommended Action: Refer the NetBackup Compatibility List to verify that the installed version of Snapshot Manager is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3023

Message: Failed to parse the response of the `get vendor change` tracking information.

Explanation: NetBackup is unable to parse vendor change tracking information.

Recommended Action: Refer the NetBackup Compatibility List to verify that the installed version of Snapshot Manager is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3024

Message: Failed to parse the response of `get all snapshot diffs`.

Explanation: NetBackup is unable to parse vendor change tracking information.

Recommended Action: Refer the NetBackup Compatibility List to verify that the installed version of Snapshot Manager is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3025

Message: Failed to find the existing `diff` for given snapshots.

Explanation: NetBackup is unable to find the existing `diff` that was created for selected snapshots.

Recommended Action: Update the policy schedule to create a full backup first.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3026

Message: For the **NAS-Data-Protection** policy, the snapshot method argument `max_snapshots` is not supported.

Explanation: The **NAS-Data-Protection** policy does not support snapshot limit based retention.

Recommended Action: Configure the snapshot arguments and add the configurations again to the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3027

Message: For the **NAS-Data-Protection** policy, the **Maximum snapshot limit retention** option is not supported in SLP.

Explanation: The **NAS-Data-Protection** policy does not support snapshot limit based retention.

Recommended Action: Configure time-based retention or expire after copy retention in the SLP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3028

Message: For the **NAS-Data-Protection** policy, if the **Enable vendor change tracking for incremental backup** option is enabled, the **Expire after copy** option retention is not supported.

Explanation: For a **NAS-Data-Protection policy**, if you want to use **Enable vendor change tracking for incremental backup** option, you cannot select the **Expire after copy** retention option.

Recommended Action: Update the SLP to set time-based retention.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3030

Message: Failed to create a checkpoint directory for dynamic data stream backups.

Explanation: NetBackup is unable to create a checkpoint directory on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3031

Message: Failed to create a checkpoint file for saving the shared memory state.

Explanation: NetBackup is unable to create a checkpoint file on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3032

Message: Failed to save shared memory state in checkpoint file.

Explanation: NetBackup is unable to create a checkpoint file on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3033

Message: Failed to rename temporary checkpoint file. Resume operation for current job might not be able to use checkpoint information.

Explanation: NetBackup is unable to create a checkpoint file on the backup host.

Recommended Action: Ensure that connectivity to backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3034

Message: Failed to access checkpoint directory. Resume operation for the current job commences from the start.

Explanation: NetBackup is unable to create a checkpoint file on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3035

Message: Failed to read data from checkpoint file. Resume operation for the current job commences from the start.

Explanation: NetBackup is unable to create a checkpoint file on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3036

Message: Failed to fetch the checkpoint file for reading the shared memory state from master server.

Explanation: NetBackup is unable to get checkpoint information on the backup host from the master server.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3037

Message: Failed to push checkpoint file to store shared memory state file to master server.

Explanation: NetBackup is unable to get the checkpoint information on the backup host from the master server.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3041

Message: Failed to get shared memory identifier.

Explanation: NetBackup is unable to get the shared memory identifier to start the file system crawler.

Recommended Action: Ensure that enough memory is available to create a shared memory on the backup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3042

Message: Failed to attach with shared memory identifier.

Explanation: NetBackup is unable to attach the shared memory using the identifier.

Recommended Action: Retry the backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3043

Message: Failed to create shared memory configuration directory for dynamic data stream backups.

Explanation: NetBackup is unable to create a directory to access or store shared memory information on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3044

Message: Failed to open shared memory configuration file.

Explanation: NetBackup is unable to open shared memory information on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3045

Message: Failed to save shared memory information in configuration file.

Explanation: NetBackup is unable to save shared memory information on the backup host.

Recommended Action: Ensure that connectivity to the backup host is consistent and NetBackup services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3047

Message: For NAS-Data-Protection policy, storage unit disk type should be AdvancedDisk or PureDisk.

Explanation: A NAS-Data-Protection policy only supports the following disk type storage units:

- AdvancedDisk
- PureDisk

Recommended Action: Ensure that the destination storage in storage lifecycle policy is AdvancedDisk, PureDisk, or a storage unit group of these disk types.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3049

Message: Vendor change tracking enabled backups are not supported for NetApp storage array.

Explanation: For a NAS-Data-Protection policy with Vendor Change Tracking (VCT), SLP enables the backup from snapshot operations. NetBackup uses the NetApp array volume for backup, so the snapshot operation is blocked.

Recommended Action: Perform the following as appropriate:

Ensure the Vendor Change Tracking (VCT) check box is cleared in the policy or that the backup from snapshot operation is removed from SLP when you perform a backup of NetApp array volume.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3050

Message: The vendor change tracking enabled index from a snapshot job has failed to synthesize the catalog.

Explanation: For a NAS-Data-Protection policy with Vendor Change Tracking (VCT) enabled, during full schedule, NetBackup cannot create the consolidated catalog from the previous catalog and VCT records given by the array vendor.

Recommended Action: Perform the following as appropriate:

Disable VCT in the policy and run the index from snapshot job with full schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3052

Message: Unable to retrieve the NetBackup version for the host.

Explanation: Cannot retrieve the version of the NetBackup host.

Recommended Action: Ensure that you have selected the correct destination server and the primary server services are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3053

Message: The mount host must be at NetBackup version 10.5 or greater to support Parallel Restore using Snapshot Copy.

Explanation: The mount host that you used to perform the parallel restore from the snapshot or the replica copy is lower than NetBackup 10.5.

Recommended Action: Perform the following as appropriate:

- Use a single stream to restore the data from the snapshot or the replica copy.
- To perform a restore with parallel streams, upgrade the existing mount host to NetBackup version 10.5 or higher. Your mount host is the backup host that you use to perform the snapshot operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3054

Message: The destination client must be at NetBackup version 10.5 or greater to support Parallel Restore using Snapshot Copy.

Explanation: The destination client that you used to perform the parallel restore from the snapshot or the replica copy is lower than NetBackup 10.5 version.

Recommended Action: Perform the following as appropriate:

- Use a single stream to restore the data from the snapshot or the replica copy.
- To perform a restore with parallel streams, upgrade the existing destination client to NetBackup version 10.5 or higher.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3200

Message: A file was skipped because it was in the process of being backed up.

Explanation: A file was skipped because it was in the process of being backed up.

Recommended Action: Ensure that the backup file is not in use and is ready for backup. Also, you can verify that the file is in the process of being backed up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3201

Message: Cassandra version is not supported.

Explanation: NetBackup does not support this version of Cassandra.

Recommended Action: Verify if NetBackup supports the installed Cassandra version by reviewing the following:

NetBackup Compatibility List for all Versions

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3202

Message: The OS platform version is not supported.

Explanation: NetBackup does not support the OS platform version for the Cassandra cluster.

Recommended Action: Verify if NetBackup supports the OS platform versions for the Cassandra clusters by reviewing the following:

NetBackup Compatibility List for all Versions

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3203

Message: The CBR node hash in the `tpconfig` command and Cassandra configuration does not match.

Explanation: The CBR node hash in the `tpconfig` command and Cassandra configuration does not match.

Recommended Action: Verify that the CBR node hash in both the Cassandra configuration file and the `tpconfig` command match.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3204

Message: Data Staging Server node parameters are not specified.

Explanation: The Data Staging Server node parameters are not specified in the Cassandra configuration file.

Recommended Action: Verify that the Data Staging Server node entries are available in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3205

Message: The *username* of the Data Staging Server node is not specified for the Secure Shell connection.

Explanation: The *username* of the Data Staging Server node is not specified for the Secure Shell connection in the `tpconfig` command.

Recommended Action: Verify that the *username* of the Data Staging Server node is specified in the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3206

Message: Data Staging Server node *password* is not specified for the Secure Shell connection.

Explanation: The Data Staging Server node *password* is not specified in the `tpconfig` command for the Secure Shell connection.

Recommended Action: Verify if the *password* of the Data Staging Server node is specified in the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3207

Message: Data folder is not specified in the configuration for Data Staging Server node.

Explanation: The Cassandra Data folder is not specified in the Cassandra configuration for the Data Staging Server node.

Recommended Action: Ensure that the Cassandra Data folder is specified in the Cassandra configuration file for the Data Staging Server node.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3208

Message: Data Staging Server node `keyhashes` are not specified.

Explanation: The Data Staging Server node `keyhashes` are not specified in the Cassandra configuration file.

Recommended Action: Verify that the Data Staging Server node `keyhashes` are specified in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3209

Message: The *username* of Data Staging Server Cassandra cluster is not specified.

Explanation: The *username* of Data Staging Server Cassandra cluster is not specified in the `tpconfig` command.

Recommended Action: Verify that the *username* of the Data Staging Server Cassandra cluster is specified in the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3210

Message: Data Staging Server *password* for the Cassandra cluster is not specified.

Explanation: The Data Staging Server *password* for the Cassandra cluster is not specified in the `tpconfig` command.

Recommended Action: Verify that the *password* of the Data Staging Server for the Cassandra cluster is mentioned in `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3211

Message: Cassandra cluster name of Data Staging Server node is not specified.

Explanation: The Cassandra cluster name of the Data Staging Server node is not specified the `tpconfig` command.

Recommended Action: Verify that the Cassandra cluster name of the Data Staging Server node is specified in the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3212

Message: Snapshot name is not specified.

Explanation: The snapshot name is not specified in the configuration file.

Recommended Action: Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3213

Message: Backup type is not specified.

Explanation: The backup type is not specified.

Recommended Action: Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3214

Message: Backup file name is not specified.

Explanation: The backup file name is not specified.

Recommended Action: Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3215

Message: Controller ID is not specified.

Explanation: The controller ID is not specified.

Recommended Action: Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3216

Message: Controller ID of the `claim` command did not match with controller ID of the `upload done` command.

Explanation: The controller ID of the `claim` command did not match with controller ID of the `upload done` command.

Recommended Action: Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3217

Message: CBR node is not specified in configuration settings.

Explanation: The CBR node is not specified in the Cassandra configuration file.

Recommended Action: Verify that the CBR node is specified in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3218

Message: Failed to create the directory.

Explanation: Failed to create the directory due to incorrect access permissions.

Recommended Action: Verify all nodes in both the Data staging server Cassandra cluster and Production Cassandra cluster are reachable. Also, verify that the user has the correct access permissions to create the directories that are specified in the Cassandra configuration file.

Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3219

Message: Error occurred when the file was copied.

Explanation: When the file is copied, this error occurs because the user doesn't have proper access permissions.

Recommended Action: Verify that the user has proper access permissions for both the file and the destination path. Review the `nbaapidiscv` log or `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3220

Message: Failed to delete the data directory.

Explanation: NetBackup failed to delete the data directory because the user doesn't have proper access permissions.

Recommended Action: Verify if the user has correct access permissions to delete the data directory. Review the `nbaapidiscv` log or `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3221

Message: Production Cassandra cluster password is not specified in the command.

Explanation: The Production Cassandra cluster password is not specified in the `tpconfig` command.

Recommended Action: Verify that the Production Cassandra cluster password is specified in the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3222

Message: Production Cassandra cluster **username** is not specified in the command.

Explanation: The Production Cassandra cluster **username** is not specified in the `tpconfig` command.

Recommended Action: Verify if the Production Cassandra cluster **username** is specified in the `tpconfig` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3223

Message: Security mode is not specified.

Explanation: A valid Security mode is not specified in the Cassandra configuration file.

Recommended Action: Verify that a valid Security mode is specified in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3224

Message: Unable to open the progress file to read.

Explanation: NetBackup is unable to open the progress file to read due to incorrect access permissions.

Recommended Action: Verify that the user access permissions are correct for the progress file. Refer to the `nbaapidiscv` log or the `nbaapireq_handler` log for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3225

Message: No data was found to copy.

Explanation: A valid path is not specified for Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that a valid path is specified for the Data Staging Server in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3232

Message: Data directory storage of Data Staging Server does not have enough storage.

Explanation: The data directory storage on the Data Staging Server does not have enough storage. The possible causes include the following:

- The data directory on data staging server does not have enough space.
- The `ScriptHome` on data staging server does not have enough space.

Recommended Action: Perform the following as appropriate:

- Verify that the data directory of the Data Staging Server has enough storage space and does not contain any contents of previous jobs.
- Verify that the Cassandra data directory of the Data Staging Server does not contain contents of previous jobs.
- Ensure that the `ScriptHome` directory of the Data Staging Server has enough storage space to perform the restore operation.
- Verify that the `ScriptHome` directory, which is specified in the Cassandra configuration file, is present on Data Staging Server. If the file is not present, create the `ScriptHome` directory on Data Staging Server and retry the restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3234

Message: Parse error.

Explanation: The possible cause of this issue can be incorrect JSON parameters in application configuration file for Cassandra.

Recommended Action: Verify that all the parameters and attributes that are mentioned in `cassandra.conf` are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3235

Message: Down node's threshold value exceeds permissible limit.

Explanation: More nodes are down in the Cassandra cluster.

Recommended Action: Turn up the production nodes or increase the down nodes threshold value to match the percentage of nodes that are down.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3236

Message: JSON format is not valid.

Explanation: The possible cause of this issue can be incorrect JSON parameters in application configuration file for Cassandra.

Recommended Action: Perform the following as appropriate:

- Verify that all the parameters and attributes that are contained in the `cassandra.conf` file are correct.
- Verify that the `cassandra.conf` file format is in a valid JSON format.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3245

Message: Failed to get Production Cassandra cluster IP addresses.

Explanation: Failed to get Production Cassandra cluster IP addresses. The possible causes include the following:

- The Cassandra Username and or Password is invalid.
- The cluster node is down.

Recommended Action: For the provided cluster name, verify that the cluster nodes are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3246

Message: An exception has occurred during Production Cassandra cluster validation.

Explanation: An exception has occurred during Production Cassandra cluster validation. The possible causes include the following:

- The Cassandra Username and or Password is invalid.
- The Cassandra version is not supported.

- The OS platform is not supported.
- The cluster node is down.
- The CBR node cannot establish connection with the other nodes.

Recommended Action: Perform the following as appropriate:

- For the provided cluster name, verify that the cluster nodes are up and running.
- Verify that the nodes are accessible from the CBR nodes.
- Verify that the production cluster has a supported Cassandra version.
- Verify that the production cluster nodes are deployed on a supported OS platform.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3251

Message: Production Cassandra cluster name did not match with the configuration settings.

Explanation: The production Cassandra cluster name that is in the `cassandra.yaml` file did not match with the one mentioned in application configuration file.

Recommended Action: Verify that the Cassandra cluster name that is in the `cassandra.yaml` file is correct on the production node.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3252

Message: Failed to run Cassandra Query Language Shell command.

Explanation: Failed to run Cassandra Query Language Shell command.

The possible cause of this issue include the following:

- The Cassandra Username and or Password might be invalid.
- The cluster node might be down.
- The permissions that are set on the script home directory are incorrect.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password that are provided in the application configuration file for the specified Cassandra cluster and its associated entries are correct.

- Verify the Cassandra node status. All nodes on the data staging server and the production cluster should be up and running.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3253

Message: No valid nodes were found for restore.

Explanation: The possible causes for this issue include the following:

- The specified Cassandra node or nodes might be down.
- The node IP address that is specified in the application configuration file might be incorrect.

Recommended Action: Verify that the production cluster node or nodes are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3254

Message: Failed to start Cassandra service.

Explanation: Failed to start Cassandra service. The possible cause include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify that the Cassandra cluster node status is up and in a normal state.
- Verify that the node Username or Password details in the `cassandra.yaml` file are correct.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3255

Message: Failed to stop Cassandra service.

Explanation: Cannot stop the Cassandra service. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify that the Cassandra cluster node status is up and in a normal state.
- Verify that the node Username or Password details in the `cassandra.yaml` file are correct.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3256

Message: Failed to start Cassandra server.

Explanation: Failed to start Cassandra server. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Verify that the nodes in the Cassandra cluster are up and in a normal state. Also, verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3257

Message: Failed to stop Cassandra server.

Explanation: Failed to stop Cassandra server. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Verify that the nodes in the Cassandra cluster are up and in a normal state. Also, verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3258

Message: Failed to set Cassandra `yaml` file on Data Staging server cluster.

Explanation: Failed to set the Cassandra `yaml` file on Data Staging server cluster.

Recommended Action: Verify if the data staging server node or nodes are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3259

Message: An exception has occurred while Cassandra schema was fetched.

Explanation: An exception has occurred while the Cassandra schema was fetched. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify that the Cassandra Username and Password on the production cluster are correct.
- Verify that the cluster node where the schema resides from is up and running.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3260

Message: Unable to fetch database schema.

Explanation: Unable to fetch database schema. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3261

Message: Failed to run Cassandra Query Language query on the cluster.

Explanation: Could not run Cassandra Query Language query on the production cluster. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3262

Message: No table schema found.

Explanation: The possible causes for this issue include the following:

- No column family present in the `keyspace`.
- Attempting to retrieve a table that is not part of the `keyspace`.

Recommended Action: Verify that no column family or table is identified as part of the `keyspace`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3263

Message: Failed to create `keyspaces`.

Explanation: Failed to create `keyspaces`. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3264

Message: Failed to create tables.

Explanation: Failed to create tables. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3265

Message: Failed to alter tables.

Explanation: Failed to alter tables. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3266

Message: Cassandra Query Language command is empty.

Explanation: The Cassandra Query Language command is empty.

Recommended Action: Review the `nbaapidiscv` or the `nbaapireq_handler` logs for more detail about the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3267

Message: Failed to drop `keyspaces`.

Explanation: Failed to drop `keyspaces`. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3268

Message: Unable to fetch the datacenter from the Cassandra cluster.

Explanation: Unable to fetch the datacenter from the Cassandra cluster. The possible causes include the following:

- The datacenter entry is not in the application configuration file.
- The correct data center is not in the `cassandra.conf` file.
- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify that the correct data center entry is in the `cassandra.conf` in the production cluster.
- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3269

Message: An exception has occurred when an attempt was made to fetch the datacenter.

Explanation: An exception has occurred when an attempt was made to fetch the datacenter. The possible causes include the following:

- The datacenter entry is not in the application configuration file.
- The correct datacenter is not in the `cassandra.conf` file.

Recommended Action: Perform the following as appropriate:

- Review the Detailed status in the Activity monitor.
- Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3270

Message: Unable to fetch the datacenter for a node.

Explanation: Unable to fetch the datacenter from the Cassandra cluster. The possible causes include the following:

- The datacenter entry is not in the application configuration file.
- The correct datacenter is not in the `cassandra.conf` file.
- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Verify that the datacenter settings in the application configuration file for the specified Cassandra cluster and its associated entries are correct. Also, verify that the firewall settings on the cluster nodes are correct because port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3271

Message: Failed to set up backup Cassandra cluster.

Explanation: Failed to set up the backup Cassandra cluster. The possible causes include the following:

- The Cassandra Username or Password is invalid.
- The cluster node is down.
- The firewall on the cluster nodes port is not open.

Recommended Action: Perform the following as appropriate:

- Verify the Cassandra Username and Password on the production cluster are correct.
- Verify that the node status of Cassandra cluster is up and in a normal state.
- Verify that the firewall settings on the cluster nodes are correct. Port 7000/9042 should be open.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3272

Message: No `keyspace` found for Cassandra cluster backup.

Explanation: A `keyspace` was not found for the Cassandra cluster backup.

Recommended Action: Use `cqlsh` to access the production node and verify that one non-empty `keyspace` is present in the cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3273

Message: Job cleanup time-out is not valid.

Explanation: The job cleanup time-out value is not valid. The possible causes include the following:

- The cleanup time-out value is not an integer.
- The value of the `jobCleanupTimeoutSec` setting is not greater than zero.

Recommended Action: Verify that the value of the `jobCleanupTimeoutSec` in `cassandra.conf` file is:

- An integer
- Greater than zero

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3274

Message: Failed to prepare backup.

Explanation: The `prepare` backup command failed. The possible causes include the following:

- The SSH connection to either the production or the data staging server failed.
- The DSS cluster validation has failed.
- The production cluster validation has failed.
- No table schema found.
- An error occurs during the creation of the data staging server cluster.

Recommended Action: Perform the following as appropriate:

- Review the Detailed status in the Activity Monitor.
- Review the `nbaapidiscv` log or the `nbaapireq_handler` log for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3275

Message: BigData backup image group validation has failed as the specified image selection consists of full backup images from multiple image groups.

Explanation: The backup image that is specified in the `bprestore` command is invalid as the specified image selection consists of full backup images from multiple image groups.

Recommended Action: Perform the following as appropriate:

- Verify that the image group that is provided in the `bprestore` command is correct.
- Verify that the start and the end time that is provided in the `bprestore` command is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3276

Message: BigData backup image group validation has failed as the specified image selection does not contain all backup images from the image group.

Explanation: The time range that is specified in the `bprestore` command is invalid as the specified image selection does not contain all backup images from the image group.

Recommended Action: Perform the following as appropriate:

- Verify that an image group is provided to the `bprestore` command and verify that it is the correct image group.
- Review the start and the end time that the `bprestore` command returns and verify that they are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3277

Message: Failed to delete stale database schema.

Explanation: The process of deletion of `keyspaces` or column families on the data staging server has failed.

Recommended Action: Clear the contents in the data directory of the DSS nodes and try to run the job again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3280

Message: Data Staging Server nodes do not have enough space.

Explanation: The job did not complete due to insufficient storage space on the Data Staging server.

Recommended Action: Verify that the Data Staging Server node has sufficient space.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3281

Message: Failed to disassemble the Data Staging Server cluster.

Explanation: The process of breaking the Cassandra cluster into individual nodes has failed for the Data Staging server.

Recommended Action: Perform the following procedure:

1. Stop the Cassandra service on all DSS nodes.
2. Change the seed node IP address in the Cassandra `yaml` file of all DSS nodes to their respective IP addresses.
3. Start the Cassandra service on all DSS nodes.
4. Retry the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3282

Message: Failed to get the backup status.

Explanation: The process for checking the backup status has failed. This issue can happen when the backup job has terminated abruptly or the job is non-responsive.

Recommended Action: Perform the following as appropriate:

- Review the Detailed status in the Activity Monitor.
- Review the `nbaapireq_handler` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3283

Message: Failed to set the incremental backup flag.

Explanation: The process of updating the incremental flag in the Cassandra `yaml` file has failed. It occurs either when the non-default path is used for the Cassandra `yaml` file or when the `yaml` file does not have enough permissions for writing.

Recommended Action: Verify that the Cassandra `yaml` path that is specified in the Cassandra configuration file is valid and has proper permissions.

Review the `nbaapireq_handler` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3284

Message: Failed to flush the `nodetool` buffer.

Explanation: The `nodetool` process has failed to flush one or more tables from the `memtables` to the `SSTables` for the Production Cassandra cluster during the Incremental backup.

Recommended Action: Perform the following as appropriate:

- Verify that the `nodetool` works properly.
- Verify if Cassandra services are active and `CQLSH` is running.
- Check if the `incremental_backup` parameter in the Cassandra `yaml` file is set to true.
- Check `nbaapireq_handler` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3286

Message: An error has occurred during `Backup Prepare` due to invalid input.

Explanation: There are invalid input parameters specified in the Cassandra configuration file for the specified Cassandra cluster and its associated entries.

Recommended Action: Verify the configuration in the Cassandra configuration file for the specified Cassandra cluster and its associated entries are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3287

Message: The `keyspace` or the `column family` already exists on the Production Cassandra cluster.

Explanation: During the restore operation, the process of creating the `keyspace` or the `column family` has failed as it already exists on the Production Cassandra Cluster.

Recommended Action: Verify if the overwrite parameter is set to `true` in the renamed file. If it is set to `false`, then make sure that you have deleted the `keyspace` and or `column family` before the restore job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3288

Message: Minimum RAM required is not specified for the Data Staging Server cluster.

Explanation: The minimum RAM required is not mentioned for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that the `dssMinRam` parameter is mentioned in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3289

Message: `Minimum Storage` per backup node is not specified for the Data Staging Server cluster.

Explanation: The `Minimum Storage` per backup node is not mentioned for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that the `dssMinStoragePerBkupNode` parameter is mentioned in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3290

Message: Cassandra `yaml` file path is not specified for the Data Staging Server cluster.

Explanation: The Cassandra `yaml` file path for the Data Staging Server is not specified in the Cassandra configuration file.

Recommended Action: Verify that the Cassandra `yaml` path is specified in the Cassandra configuration file and that the file path is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3291

Message: The `concurrent_compactors` parameter is not specified for the Data Staging Server cluster.

Explanation: The `concurrent_compactors` parameter is not specified for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that the `concurrent_compactors` parameter is specified and it must be non-empty in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3292

Message: Memory size of the `sstableloaderMemsize` parameter is not specified for the Data Staging Server cluster.

Explanation: The memory size of the `sstableloaderMemsize` parameter is not specified for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that the `sstableloaderMemsize` parameter is specified and it must be non-empty in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3293

Message: Concurrent transfers parameter is not specified for Data Staging Server cluster.

Explanation: The concurrent transfers parameter is not specified for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that the concurrent transfers parameter is specified and it must be non-empty in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3294

Message: Script home is not specified for the Data Staging Server cluster.

Explanation: The script home path is not specified for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify if a valid script home path is specified in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3295

Message: A working directory path is not specified for the Cassandra backup and restore node.

Explanation: A working directory path is not mentioned for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify if a working directory path is specified in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3296

Message: The `dssDist` path is not specified for the Data Staging Server cluster.

Explanation: The `dssDist` path is not specified for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that a valid `dssDist` path is specified in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3297

Message: The `cph` parameter is not specified for the Data Staging Server cluster.

Explanation: The `cph` parameter is not specified for the Data Staging Server in the Cassandra configuration file.

Recommended Action: Verify that the `cph` parameter is mentioned in the Cassandra configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3298

Message: Backup has failed.

Explanation: A problem has occurred during the backup job. For more details, refer to the logs.

Recommended Action: Perform the following as appropriate:

- Review the Detailed status in the Activity Monitor.

- Review the `nbaapidiscv` or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3299

Message: Backup has failed after retrying.

Explanation: The backup job has failed after a retry.

Recommended Action: Perform the following as appropriate:

- Review the Detailed status in the Activity Monitor.
- Review the `nbaapidiscv` or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3300

Message: An exception has occurred during backup task execution.

Explanation: Exception has occurred during the backup task execution.

Recommended Action: Perform the following as appropriate:

- Review the Detailed status in the Activity Monitor.
- Review the `nbaapidiscv` or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3301

Message: Finalize status is not specified for backup task.

Explanation: The `backup_finalize` status is not specified for the backup task.

Recommended Action: Perform the following as appropriate:

- Verify the parameters for `backup_finalize`.
- Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3304

Message: An exception has occurred during restore prepare.

Explanation: An exception has occurred during the restore prepare.

Recommended Action: Perform the following as appropriate:

- Verify that you use valid combinations of selection file and rename file from the Restore Combinations.
- Review the `nbcbr` logs in `nbaapireq_handler` for more detail about the schema failures.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3306

Message: Failed to get the file status.

Explanation: Failed to get the file status.

Recommended Action: Perform the following as appropriate:

- Verify the permissions of the `workingDir` path on DSS node are correct.
- Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3307

Message: Failed to create `upload done` file.

Explanation: Failed to create the `upload done` file.

Recommended Action: Verify that the `workingDir` path exists on the CBR and if the path does exist, does it have the correct information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3308

Message: Failed to create `upload failed` file.

Explanation: Failed to create the `upload failed` file.

Recommended Action: Verify that the `workingDir` path exists on the CBR and if the path does exist, does it have the correct information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3309

Message: Target file is not ready.

Explanation: Target file is not ready.

Recommended Action: Verify that the backup job has completed. Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more details about the issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3310

Message: Failed to lock the file.

Explanation: Failed to lock the file.

Recommended Action: Verify that the `workingDir` path exists on the CBR and if the path does exist, does it have the correct information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3311

Message: File is already locked.

Explanation: File is already locked.

Recommended Action: Verify that the `workingDir` path exists on the CBR and if the path does exist, does it have the correct information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3312

Message: Persisted task list is empty.

Explanation: The persisted task list is empty.

Recommended Action: Verify whether new data was present on the Cassandra Cluster for the incremental backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3313

Message: Job status is invalid.

Explanation: The cleanup process on DSS and Production nodes did not succeed.

Recommended Action: Check the cleanup process for backup or restore for DSS and Production nodes. Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more detail.

For successful cleanup, verify that the following items completed successfully:

- Deletion of the `workingDir` and `scriptHome` on all DSS Node and Production Node.
- Deletion of the lock files on all DSS Node and Production Node.
- The Cassandra services were started or stopped on all DSS nodes and Production Node.
- The data directories on only the DSS node were deleted.
- Disassembled the DSS cluster by replacing the seed node with the respective IP.
- Deletion of the backup and the snapshots directories within the data directory path on the Production Node.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3314

Message: An exception was encountered during performing finalize.

Explanation: The cleanup process on DSS and Production nodes did not succeed.

Recommended Action: Verify that the cleanup has succeeded.

For successful cleanup, verify that the following items completed successfully:

- Deletion of the `workingDir` and `scriptHome` on all DSS Node and Production Node.
- Deletion of the lock files on all DSS Node and Production Node.
- The Cassandra services were started or stopped on all DSS nodes and Production Node.
- The data directories on only the DSS node were deleted.
- Disassembled the DSS cluster by replacing the seed node with the respective IP.

- Deletion of the backup and the snapshots directories within the data directory path on the Production Node.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3315

Message: The requested file is already claimed.

Explanation: The requested file is already claimed for backup.

Recommended Action: Verify that the file that is contained in the file path is claimed in the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3316

Message: Failed to truncate the column family.

Explanation: The cleanup process on the DSS Nodes did not succeed.

Recommended Action: Perform the truncate operation on DSS. Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3317

Message: The specified hosts are not found in the Datacenter or Cluster.

Explanation: The specified production nodes are not found in the datacenter.

Recommended Action: Verify that the specified production nodes are present in datacenter. Verify that the credentials or configurations are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3318

Message: Invalid value for the `nodeDownThresholdPercentage` parameter.

Explanation: An invalid value of the parameter `nodeDownThresholdPercentage` is specified in the Cassandra configuration file.

Recommended Action: Verify that the value of `nodeDownThresholdPercentage` in Cassandra configuration file is a value that it is greater than 0 or less than 100.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3319

Message: The backup has failed as one of the tasks has failed to start in the backup.

Explanation: The backup has failed as one of the tasks has failed to start in the backup.

Recommended Action: Perform the following as appropriate:

- Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more detail.
- Ensure that the `SStableloader` utility works between the production nodes and the data staging servers.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3321

Message: Specified download directory path does not exist.

Explanation: The specified download data directory path does not exist.

Recommended Action: Verify that the data directory path doesn’t exist on the Production Nodes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3322

Message: Specified download directory is empty.

Explanation: Specified download data directory is empty.

Recommended Action: Verify that the contents of the data directory path doesn't exist on the Production Nodes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3323

Message: Failed to transfer the Sorted Strings Table.

Explanation: The data transfer process is failed from Production Nodes.

Recommended Action: Perform the following as appropriate:

- Verify that the directories named `backups` and `snapshots` exist on the Data Staging Server or the Production Nodes.
- Review the `nbaapidiscv` logs or `nbaapireq_handler` logs for more detail.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3324

Message: Parallel transfer task has failed.

Explanation: The parallel transfer task has failed.

Recommended Action: Review the `nbaapidiscv` or `nbaapireq_handler` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3325

Message: Backup Optimize task has failed.

Explanation: The Backup Optimize task has failed.

Recommended Action: Review the `nbaapidiscv` or `nbaapireq_handler` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3326

Message: Backup Transfer task has failed.

Explanation: The data transfer operation from the Cassandra cluster to the data staging servers has failed. This issue is due to some invalid settings that were provided for the data staging servers and or the Cassandra cluster in NetBackup.

Recommended Action: Perform the following as appropriate:

- Verify that the Cassandra cluster nodes are up and accessible.
- Verify that the user accounts specified are correct and have access privileges on the Cassandra cluster nodes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3327

Message: An error has occurred during backup in production data transfer due to invalid command parameters.

Explanation: The data transfer operation from the Cassandra cluster to the data staging servers has failed. This issue is due to some invalid settings that were provided for the data staging servers and or the Cassandra cluster in NetBackup.

Recommended Action: Verify that the settings in the application configuration file for the specified Cassandra cluster and its associated entries are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3328

Message: An error has occurred during the restore in the data transfer due to invalid command parameters.

Explanation: The data transfer operation from the Cassandra cluster to the data staging servers has failed. This issue is due to some invalid settings that were provided for the data staging servers and or the Cassandra cluster in NetBackup.

Recommended Action: Verify that the settings in the application configuration file for the specified Cassandra cluster and its associated entries are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3329

Message: An error has occurred during the backup in the optimize task due to invalid command parameters.

Explanation: The backup data optimization on the data staging servers has failed due to some invalid settings that were provided for the data staging servers in NetBackup.

Recommended Action: Verify that the settings in the application configuration file for the specified Cassandra cluster and its associated entries are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3330

Message: An active job is currently running for this Cassandra cluster.

Explanation: More than one backup or restore operation is running on the Cassandra cluster or the data staging servers. You can run only one operation at a time.

Recommended Action: Perform the following as appropriate:

- Ensure that no other parallel operation is running on the Data staging servers or Cassandra cluster nodes.
- Retry the job after waiting for the current job to finish.
- If there are no jobs running in parallel create a setting in `cassandra.conf` file under the settings key as follows:

  ```
  "jobCleanupTimeoutSec": 0
  ```

  Retry the job.
  Remove this setting once the jobs start running again. The default time-out is 8 hours.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3331

Message: One or more of the input parameters or arguments for restore is invalid.

Explanation: The selected input cannot be restored due to invalid options.

Recommended Action: Perform the following as appropriate:

- Check the `restoreSelections` and `alternateRecoveryOptions` files. The files must contain valid `keyspace` and `alternate column family` names.
- If an `alternate column family` or `keyspace` specified, make sure that they are specified as part of the restore selection or the `restoreSelections` is for the full cluster.

The following table contains non-supported restore combinations and the solution for the issue.

Table 1-5 Non-supported combinations

Error Details	Scenario	Solution
`Keyspace` and its column family cannot be renamed together.	Restoring both keyspace and its column family with new names.	Specify either the keyspace's `newName` or the column family's `newName` in the `alternateRecoveryOptions`.
No selection should be given when `ALL KEYSPACES` is recovered.	When performing a full recovery and `keyspaces` are selected.	Remove `selectionCriteria` from `restoreSelections`.
Missing or blank `keyspace` in selection	Performing a selective recovery and selecting column family without specifying its `keyspace`.	Add the `keyspace` in the `selectionCriteria` to identify the `columnFamilies` that belong to the corresponding keyspace.
`Keyspace` cannot be renamed if it is not selected in `GRANULAR` recovery.	Performing a selective recovery and there is a missing `keyspace` name in `restoreSelections`.	Add the same `keyspace` in the `selectionCriteria` that is also specified in `alternateRecoveryOptions`.
Missing `keyspace` or the `keyspace` name is blank for the corresponding column family being renamed.	Renaming a `column family` without specifying its `keyspace`.	Add the `keyspace` in `alternateRecoveryOptions` to identify which `columnFamilies` belong to which corresponding `keyspace`.

The following table contains input validation errors and the solution for the issue.

Table 1-6 Basic input validation errors

Error Details	Scenario	Solution
Missing or blank `keyspace` in selection.	The `restoreSelections` contains an invalid `keyspace` name.	Add a valid `keyspace` value in `selectionCriteria`.
Blank `column family` in selection.	The `restoreSelections` contains an invalid `column family` name.	Add a valid `column family` value in `selectionCriteria`.

Table 1-6 Basic input validation errors *(continued)*

Error Details	Scenario	Solution
Missing `keyspace` or the `keyspace` name is blank in the renaming.	The `alternateRecoveryOptions` contains an invalid `keyspace` name.	Add a valid `keyspace` name value in `alternateRecoveryOptions`.
Missing or blank `column family` name in the renaming.	The `alternateRecoveryOptions` contains an invalid `column family` name.	Add a valid `column family` name value in `alternateRecoveryOptions`.
The `strategy name` must be either `SIMPLE` or `NETWORK`.	The `alternateRecoveryOptions` contains an invalid `strategy name` value.	Add `SIMPLE` or `NETWORK` as values in the `strategy name` for the replication strategy that is required for the respective `keyspace` in `alternateRecoveryOptions`.
Missing the `strategy name` and it must be either `SIMPLE` or `NETWORK`.	The `alternateRecoveryOptions` does not contain a `strategy name` value.	Add `SIMPLE` or `NETWORK` as values in `strategy name` for the replication strategy that is required for the respective `keyspace` in `alternateRecoveryOptions`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3332

Message: Backup failed due to an invalid query in the Cassandra Query Language shell command.

Explanation: There is a mismatch in the Cassandra cluster and data staging server configuration.

Recommended Action: Ensure that the Cassandra version and configuration on the data staging servers match that of the Cassandra production nodes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3333

Message: Restore has failed.

Explanation: The selected input cannot be restored.

Recommended Action: Verify that the selections in the `restoreSelections` and the `alternateRestoreOptions`, as mentioned in the Cassandra documentation, are correct. Review the restore prerequisites.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3335

Message: Column family must be selected when you rename the file.

Explanation: The column family that is selected cannot be renamed.

Recommended Action: Select the name of the column family in the `restoreSelections` if you want to rename the column family. Refer to the restore prerequisites in the Cassandra documentation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3336

Message: Keyspace cannot be changed when column family is selected.

Explanation: The keyspace name cannot be renamed.

Recommended Action: If you want to rename a keyspace, don't select a granular restore of a column family. Select the keyspace to rename and restore the whole keyspace.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3337

Message: Strategy cannot be changed when column family is selected.

Explanation: The strategy cannot be changed.

Recommended Action: If you want to change the strategy you should only select the keyspace to be restored and not an individual column family in that keyspace. Select the keyspace as a whole to be restored if you want to change the strategy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3340

Message: Verbose is not specified.

Explanation: Did not find the verbose setting in the `cassandra.conf` file.

Recommended Action: You must specify a verbose setting in the `cassandra.conf` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3341

Message: Maximum log size is not specified.

Explanation: The maximum log size is not specified in the `cassandra.conf` file.

Recommended Action: You must specify a maximum log size in the settings in the `cassandra.conf` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3342

Message: Failed to clean up Production Cassandra cluster.

Explanation: Failed to clean up Production Cassandra cluster.

Recommended Action: You must manually clear the folder that is specified in settings on the Cassandra cluster nodes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3346

Message: Optional threshold is not specified.

Explanation: The optional threshold is not specified.

Recommended Action: You must set the optional threshold value to a max of 32 in the `cassandra.conf` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3361

Message: MongoDB Ops Manager recovery failed.

Explanation: You receive this error during the NetBackup Recovery operation when you attempt to recover MongoDB clusters the MongoDB Ops Manager

controls. It may indicate problems with one or more third-party APIs, or an issue with running internal NetBackup commands.

Recommended Action: Collect and review the logs that are shown for additional information: `bprd`, `tar`, and `nbaapireq_handler`. If the problem persists, collect the logs that are indicated and contact Cohesity Technical Support.

The logs are found at: Windows: *`install_path`*`\NetBackup\logs\`UNIX and Linux: `/usr/openv/netbackup/logs/`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3362

Message: The missing MongoDB `oplogs` are required for recovery.

Explanation: This error occurs during the NetBackup recovery operation when NetBackup validates whether all MongoDB `oplogs` are present in the selected NetBackup images before it continues with the point-in-time recovery operation.

Recommended Action: Select another set of backup and incremental images and retry the recovery operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3363

Message: Either the cluster or one of its nodes is down.

Explanation: This error occurs during the NetBackup Recovery operation when NetBackup validates whether the selected target MongoDB cluster or the nodes within the cluster are up and running.

Recommended Action: Make sure that the cluster and all the nodes of the cluster are in an **Active** state in MongoDB Ops.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3364

Message: The selected cluster is not a third party managed cluster.

Explanation: This error occurs during the NetBackup recovery operation when NetBackup validates whether the selected target MongoDB cluster is marked as third-party managed in the MongoDB Ops Manager.

Recommended Action: Ensure that the target MongoDB Cluster is **Third party managed** in MongoDB Ops Manager and retry the recovery operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3365

Message: Failed to mark the snapshot as **FINISHED**.

Explanation: This error occurs during the NetBackup backup operation when NetBackup attempts to mark the MongoDB snapshot as **FINISHED** and encounters an error.

Recommended Action: Collect and review the logs that are shown for additional information: `bpbrm`, `nbaapidiscv`, and `bpbkar`. If the problem persists, collect the logs that are indicated and contact Cohesity Technical Support.

The logs are found at: Windows: *`install_path`*`\NetBackup\logs\`UNIX and Linux: `/usr/openv/netbackup/logs/`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3366

Message: Failed to mark the snapshot as **FAILED**.

Explanation: This error occurs during the NetBackup Backup operation when NetBackup attempts to mark the MongoDB snapshot as **FAILED** and encounters an error.

Recommended Action: Collect and review the logs that are shown for additional information: `bpbrm`, `nbaapidiscv`, and `bpbkar`. If the problem persists, collect the logs that are indicated and contact Cohesity Technical Support.

The logs are found at: Windows: *`install_path`*`\NetBackup\logs\`UNIX and Linux: `/usr/openv/netbackup/logs/`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3367

Message: NetBackup found a gap in the MongoDB `oplogs`.

Explanation: This error occurs during the NetBackup backup operation when NetBackup detects a gap in the MongoDB `oplogs`.

Recommended Action: Start a full backup and confirm that the `oplogs` are dumped at the `oplog` location.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3600

Message: Cannot perform the COSP operation.

Explanation: This issue is a failure on the COSP daemon side.

Recommended Action: Review the following COSP logs for more details:

For backup operations:

- `/usr/openv/netbackup/logs/bpbkar`
- `/usr/openv/netbackup/logs/nbcosp`

For restore operations:

- `/usr/openv/netbackup/logs/tar`
- `/usr/openv/netbackup/logs/bptm`
- `/usr/openv/netbackup/logs/nbcosp`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3601

Message: Cannot complete the cloud operation.

Explanation: There is a problem in bucket listing during policy creation, during backup, or recovery.

Recommended Action: Perform the following as appropriate:

- Ensure that the backup host or recovery host has connectivity to the cloud endpoint.
- Ensure that the COSP account has valid credentials.
- Ensure that the bucket or container exists and the provided credentials have the required permissions to access them.

You can validate using any cloud provider CLI or cURL commands to validate REST API for cloud operation works from the backup or the recovery host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3602

Message: Cannot run the operation because of insufficient permissions.

Explanation: The provided credentials don't have enough permissions to perform the operation during backup and restore.

Recommended Action: Use the credentials that have all the proper permissions to perform a backup and restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3603

Message: Cannot find the object in the specified container or bucket.

Explanation: If the object specified in the policy doesn't exist in the given container.

Recommended Action: During policy configuration, provide the object that exists in the selected bucket or container.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3605

Message: Failed to connect to NetBackup COSP process.

Explanation: This issue occurs when communication is broken between the backup or the restore process and the `npcosp` process or `nbcosp` is down.

Recommended Action: Make sure that the `nbcosp` process is running using `bpps` command.

You can manually start the `nbcosp` process by using the following:

```
/usr/openv/pdde/pdcr/bin/nbcosp start
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3606

Message: Invalid backup selection format was used to specify the value.

Explanation: The query is invalid due to formatting issues.

Recommended Action: Make sure that the backup selection format for specifying values is followed and correct. Values are specified within single quotes in the backup selection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3607

Message: Invalid backup selection format.

Explanation: The query is invalid due to formatting issues.

Recommended Action: Verify that the backup selection format is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3608

Message: Invalid filter query type or backup selection format.

Explanation: The query is invalid due to formatting issues.

Recommended Action: Verify that the backup selection format is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3609

Message: Cannot process response from the COSP process.

Explanation: This issue is an internal error when the COSP response processing fails in the `libobjectops` library.

Recommended Action: Review the following COSP logs for more details:

For backup operations:

- `/usr/openv/netbackup/logs/bpbkar`
- `/usr/openv/netbackup/logs/nbcosp`

For restore operations:

- `/usr/openv/netbackup/logs/tar`
- `/usr/openv/netbackup/logs/bptm`
- `/usr/openv/netbackup/logs/nbcosp`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3612

Message: Bucket or container does not exist.

Explanation: The specified container does not exist in the selected account.

Recommended Action: Only add an existing container or bucket from the policy configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3613

Message: ACLs are not enabled in the bucket and the restore does not attempt to set ACLs for the object or blob.

Explanation: ACLs are not enabled on the bucket that was added to the policy.

Recommended Action: You must enable ACLs for the selected provider.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3614

Message: Cannot set ACL on the object.

Explanation: Cannot set ACL on the object.

Recommended Action: Verify that the ACL on the bucket is enabled.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3615

Message: Cannot confirm upload to the object or blob.

Explanation: The `Commit Stream Call` failed.

Recommended Action: Check that the metadata is valid and supported by the cloud provider. Review the following COSP logs for more details:

For backup operations:

- `/usr/openv/netbackup/logs/bpbkar`

- `/usr/openv/netbackup/logs/nbcosp`

For restore operations:

- `/usr/openv/netbackup/logs/tar`
- `/usr/openv/netbackup/logs/bptm`
- `/usr/openv/netbackup/logs/nbcosp`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3616

Message: Failed to fetch metadata for the blob.

Explanation: This issue happens when `nbcosp` fails to fetch metadata for a given blob.

Recommended Action: Review the following COSP logs for more details:

For backup operations:

- `/usr/openv/netbackup/logs/bpbkar`
- `/usr/openv/netbackup/logs/nbcosp`

For restore operations:

- `/usr/openv/netbackup/logs/tar`
- `/usr/openv/netbackup/logs/bptm`
- `/usr/openv/netbackup/logs/nbcosp`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3617

Message: Empty metadata received.

Explanation: Received metadata is empty.

Recommended Action: Minimum required metadata fields should be backed up. For example: `Stats`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3618

Message: An error occurs during ACL fetch for object.

Explanation: This error comes when `nbcosp` tries to fetch the ACL for a particular object.

Recommended Action: Review the appropriate logs. Also, check if an ACL is enabled on the bucket.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3619

Message: Cannot restore empty ACLs of the object or blob.

Explanation: This error comes from `nbcosp` when an empty ACL JSON is received or was backed up for the object.

Recommended Action: Check if the ACL is backed up and if not, then this issue is expected behavior. Need to enable the ACL on the bucket and then run a backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3620

Message: Provider does not support tag on objects.

Explanation: The selected cloud provider does not support tagging.

Recommended Action: Remove the tags and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3621

Message: Cannot back up the object or blob due to inconsistent data.

Explanation: The error occurs when anther process modifies the object during backup.

Recommended Action: In the **Activity monitor**, note all the inconsistent objects from the backup. Determine which processes modified these objects during the backup. Take appropriate steps to prevent this issue in future backups. Perform a full backup. Confirm that the inconsistent objects are successfully backed up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3622

Message: Cannot start the NetBackup COSP service.

Explanation: The nbcosp service is either failed to start or has unexpectedly stopped on the backup host or discovery host. This issue prevents NetBackup from initiating Cloud object store operations.

Recommended Action: Do the following:

- Check whether the nbcosp process is running on the affected host. Run the command:

  ```
  ps -ef | grep nbcosp
  ```

- If the service is not running, start it using the command:

  ```
  /usr/openv/pdde/pdcr/bin/nbcosp start
  ```

- Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3623

Message: Cannot retrieve the content length of the object or blob.

Explanation: NetBackup cannot determine the content length of the object or blob from the cloud storage provider. This issue can occur if the object metadata is unavailable or corrupted, or if the storage service does not return the required header information during the request.

Recommended Action: Do the following:

- Verify that the object exists and is accessible in the cloud storage bucket or container.
- Check the storage provider logs and ensure that the object metadata is intact.
- Also confirm that the NetBackup service account has sufficient permissions to read object properties.
- Validate access and connectivity.
- Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3624

Message: Object lock is not enabled for the bucket, so the restore operation did not attempt to set properties for the object or blob.

Explanation: The restore operation attempted to apply Object Lock properties to the object or blob, but Object Lock is not enabled on the destination bucket.

Recommended Action: Enable Object Lock on the destination bucket before performing the restore. Otherwise, proceed with the restore without Object Lock properties.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3625

Message: The directory already exists and cannot be overwritten.

Explanation: During the restore operation, NetBackup attempted to create a directory that already exists at the destination location. The restore process cannot overwrite an existing directory.

Recommended Action: Verify the restore destination and check whether the directory already exists. If appropriate, remove or rename the existing directory, or restore the data to an alternate location.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3626

Message: Cannot set Object Lock on the object because access to perform the operation was denied.

Explanation: NetBackup attempted to apply Object Lock settings to the object or blob, but the cloud storage service denied the operation due to insufficient permissions.

Recommended Action: Perform the following as appropriate:

- Verify that the credentials used by NetBackup have the required permissions to apply Object Lock settings to the object.
- Update the access policies or IAM permissions as needed.
- Verify that the Object Lock properties applied by NetBackup are valid. Ensure that the retention date is not expired and that the retention date being applied is not earlier than the existing Object Lock properties.

- Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3627

Message: Cannot restore empty ACLs and set Object lock on the object/blob.

Explanation: NetBackup attempted to apply Object Lock settings to the object/blob, but the operation was denied by the cloud storage service due to insufficient permissions. NetBackup detected empty ACL during the restore operation. As a result, it skipped applying ACL.

Recommended Action: Perform the following as appropriate:

- Empty ACLs were backed up, and the restore failed due to the empty ACLs. Review the ACL configuration associated with the backup or restore operation.
- Verify that the credentials used by NetBackup have the required permissions to apply Object Lock settings to the object.
- Update the access policies or IAM permissions as needed.
- Verify that the Object Lock properties applied by NetBackup are valid. Ensure that the retention date is not expired and that the retention date being applied is not earlier than the existing Object Lock properties.
- Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

To view technical notes and other information on the Cohesity Technical Support website about this status code:

NetBackup status code: 3628

Message: Invalid ACL input, so the restore operation does not attempt to set ACLs or Object Lock on the object.

Explanation: During the restore operation, NetBackup detected invalid or malformed ACL input and skipped applying ACLs. NetBackup also attempted to apply Object Lock settings to the object or blob, but the cloud storage service denied the operation due to insufficient permissions.

Recommended Action: Perform the following as appropriate:

- Review the ACL configuration associated with the backup or restore operation.
- If ACL restoration is required, correct the ACL input format or permissions.

- Verify that the credentials used by NetBackup have the required permissions to apply Object Lock settings to the object.
- Update the access policies or IAM permissions as needed.
- Verify that the Object Lock properties applied by NetBackup are valid.
- Ensure that the retention date is not expired and that the retention date being applied is not earlier than the existing Object Lock properties.
- Retry the restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3629

Message: ACLs are not enabled on the bucket, so the restore operation does not attempt to set ACLs or Object Lock on the object.

Explanation: The destination bucket does not support or have ACLs enabled, so NetBackup cannot restore ACL settings. NetBackup also attempted to apply Object Lock settings to the object or blob, but the cloud storage service denied the operation due to insufficient permissions.

Recommended Action: Perform the following as appropriate:

- Verify whether ACL support is enabled on the bucket.
- If ACL restoration is required, enable ACL support on the bucket or restore the object to a bucket that supports ACLs.
- Verify that the credentials used by NetBackup have the required permissions to apply Object Lock settings to the object.
- Update the access policies or IAM permissions as needed, and then retry the operation.
- Verify that the Object Lock properties applied by NetBackup are valid. Ensure that the retention date is not expired and that the retention date being applied is not earlier than the existing Object Lock properties.
- Retry the restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3630

Message: Cannot set ACL and Object lock on the object.

Explanation: NetBackup attempted to apply both ACL and Object Lock settings to the object or blob, but the operation failed. This failure can occur due to insufficient permissions, an unsupported bucket configuration, or storage provider limitations.

Recommended Action: Perform the following as appropriate:

- Verify that the destination bucket supports ACLs and Object Lock.
- Ensure that the credentials used by NetBackup have the required permissions to modify ACL and Object Lock settings.
- Review the storage provider logs for additional details.
- Verify that the Object Lock properties applied by NetBackup are valid. Ensure that the retention date is not expired and that the retention date being applied is not earlier than the existing Object Lock properties.
- Retry the restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3633

Message: Cannot retrieve the shared memory identifier.

Explanation: Occurs when SHM ID is not generated for a stream. NetBackup cannot create shared memory with the required space or permission.

Recommended Action: Perform the following as appropriate:

- Ensure that there is enough storage space.
- Restart the computer to clear any shared memory which is not in use.
- See the `ncfnbcs` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3634

Message: Cannot attach the shared memory identifier.

Explanation: Occurs when SHM attach operation fails. NetBackup cannot attach to shared memory created.

Recommended Action: Perform the following as appropriate:

- Provide the necessary access rights to the NetBackup user.
- See the `ncfnbcs` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3635

Message: Cannot create the shared memory configuration directory for dynamic data stream backups.

Explanation: Occurs when NetBackup creates the directory for dynamic data stream backups.

Recommended Action: Perform the following as appropriate:

- Ensure that there is adequate storage space or number of nodes.
- Ensure that NetBackup has the permissions to create files and folders in the location: *install_path*/db/config/.
- See the ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3636

Message: Cannot open the shared memory configuration file.

Explanation: NetBackup cannot read the shared memory configuration file.

Recommended Action: Perform the following as appropriate:

- Ensure that there is adequate storage space or number of nodes.
- Ensure that NetBackup has the permissions to create files and folders in the location: *install_path*/db/config/shm/.
- See the ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3637

Message: Cannot save the shared memory information in the configuration file.

Explanation: Cannot write the details about Data SHM into the shared memory configuration file.

Recommended Action: Perform the following as appropriate:

- Ensure that there is adequate storage space or number of nodes.

- Ensure that NetBackup has the permissions to create files and folders in the location: *install_path*/db/config/shm/*parent_job_stream_number*.
- See the ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3638

Message: The crawler timed out waiting for the streams to attach.

Explanation: NetBackup cannot initiate the dynamic multistreaming process as the shared memory limits are exceeded.

Recommended Action: Confirm that the **Maximum number of concurrent jobs** parameter in the policy configuration has a value greater than 1. Review the status of the shared memory and confirm there is enough shared memory for the operation to run. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3639

Message: Cannot create object property directory for dynamic data stream backups.

Explanation: NetBackup cannot create properties file for the dynamic data stream backups.

Recommended Action: Perform the following as appropriate:

- Ensure that there is adequate storage space or number of nodes.
- Ensure that NetBackup has the permissions to create files and folders in the location: *install_path*/db/config/nbcosp/
- See the ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3640

Message: Cannot open the object property configuration file.

Explanation: NetBackup cannot open the properties file for dynamic data stream backups.

Recommended Action: Perform the following as appropriate:

- Ensure that there is adequate storage space or number of nodes.
- Ensure that NetBackup has the permissions to create files and folders in the location: *install_path*/db/config/nbcosp/*parent_job*
- See the ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3641

Message: Cannot save the object property information in the configuration file.

Explanation: NetBackup cannot write the metadata into object properties file for dynamic data stream backups.

Recommended Action: Perform the following as appropriate:

- Ensure that there is adequate storage space or number of nodes.
- Ensure that NetBackup has write permissions for files in the location: *install_path*/db/config/nbcosp/*parent_job*/*stream_number*/*batch_number*/*filename*.
- See the ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3642

Message: Cannot list the objects.

Explanation: NetBackup cannot list of the objects inside the bucket for dynamic data stream during the start of the crawler.

Recommended Action: Perform the following as appropriate:

- Ensure that the nbcosp daemon is running.
- Ensure that the bucket or container exists.
- See the nbcosp and ncfnbcs logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3643

Message: Failed to start backup operation.

Explanation: Multiple issues can cause this failure. Among the causes for the backup operation to fail to start the are:

- An API call received an invalid response.
- The wait time for accelerator initialization by all streams was exceeded.

Recommended Action: Confirm that the `nbcosp` service is active. Review the messages in the Activity monitor and take corrective action as necessary. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3644

Message: The staging path that is provided in the policy is invalid.

Explanation: The temporary staging path that you specified in the policy is invalid.

Recommended Action: Specify a valid path in the policy and retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3645

Message: Failed to create or insert into database.

Explanation: NetBackup cannot create or insert objects to the temporary storage location due to insufficient privileges.

Recommended Action: Verify that the temporary database exists at the temporary staging location. Confirm that the NetBackup service user has the required read and write permissions for that database. Then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3646

Message: Cannot create the staging location directory.

Explanation: NetBackup cannot create directories at the temporary storage location due to insufficient privileges.

Recommended Action: Confirm that the NetBackup service user has the necessary read and write permissions to create directories at the temporary staging location. Retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3647

Message: Failed to download object.

Explanation: NetBackup cannot download one or more objects for backup from the Cloud object store provider.

Recommended Action: Review the **Activity monitor** for details about the reason for the failure and take appropriate corrective action. Then retry the backup. If the reason for the failure is an API call, retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3648

Message: File is not found in the staging area.

Explanation: One or more downloaded data files are not accessible to NetBackup. This error occurs due to file deletion or an object that failed to download and write to the file system.

Recommended Action: Review the **Activity monitor** for details about the failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3649

Message: Failed to interpret the response from the cloud API.

Explanation: The Cloud object store metadata cannot be parsed.

Recommended Action: Review the **Activity monitor** for the reason for failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3650

Message: The multifactor authentication state token is invalid or expired or no user exists or is associated with the specified token.

Explanation: This error message appears when the state token that is received as part of user authentication is invalid or expired. It also appears when the user that is associated with state token does not exist.

Recommended Action: Perform the following as appropriate:

Re-authenticate with the username and password to receive new state token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3651

Message: The authorization header is not present, the token is invalid, or you do not have permission for this action.

Explanation: This error message appears only when multifactor authentication web APIs are called explicitly. If such multifactor authentication web APIs are invoked without authorization header then web server returns this error.

Recommended Action: Perform the following as appropriate:

Ensure that multifactor authentication web APIs are called with required authorization header.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3652

Message: Failed to validate the one-time password.

Explanation: This error message appears when the one-time password given by a user cannot be validated at server.

Recommended Action: Perform the following as appropriate:

Enter new one-time password.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3653

Message: The multifactor authentication request cannot be processed.

Explanation: This message appears when a state token that is given for an authorization is invalid or expired.

Recommended Action: Perform the following as appropriate:

Reconfigure the multifactor authentication so that a new state token is generated.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3654

Message: Failed to configure multifactor authentication.

Explanation: This error message appears when user fails to configure multifactor authentication.

Recommended Action: Perform the following as appropriate:

Determine if the user account has already registered multifactor authentication or if the input secret key is valid. The secret key is shared secret between the authenticator application and NetBackup. It is shown in the form of QR code on screen.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3655

Message: You do not have permissions to perform the operation.

Explanation: This error message appears when one user tries to reset other user without having required RBAC permissions.

Recommended Action: Perform the following as appropriate:

Set the correct RBAC permissions on the user account that allows the user to reset other users. Refer to the NetBackup API documentation for more details about RBAC permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3656

Message: Your user account is not registered for multifactor authentication.

Explanation: This error message appears when the server fails to find the input secret key of the user account in server database. The secret key is shared secret between the authenticator application and NetBackup. It is shown in the form of QR code on screen.

Recommended Action: Perform the following as appropriate:

This error is only seen in the case of direct web API execution. If you see this error in regular operation, Cohesity recommends that you review the multifactor authentication status of that user account.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3657

Message: Failed to check whether multifactor authentication is enabled for the user account or not.

Explanation: This error message appears when NetBackup Administration Console fails to fetch multifactor authentication status for a given user account from primary server.

Recommended Action: Perform the following as appropriate:

Review the `bpjava-msvc` log file on the primary server for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3658

Message: Multifactor authentication is enforced in the domain, however your user account is not configured for multifactor authentication.

Explanation: This error message appears when user tries to log on without the one-time password when multifactor authentication is enforced in the domain.

Recommended Action: Perform the following as appropriate:

Configure multifactor authentication for a given user account and then try user authentication.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3660

Message: Pagination filter string is not in the correct format.

Explanation: This error message appears only when the OData filter is not in right format when you invoke the NetBackup web API to list multifactor authentication configured users.

Recommended Action: Perform the following as appropriate:

Provide OData filter in the correct format when you invoke the NetBackup web API to list multifactor authentication configured users.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3661

Message: The specified operation is not allowed on this NetBackup solution.

Explanation: This error message appears when the user calls multifactor authentication configuration NetBackup web APIs on NetBackup solutions such as NetBackup Flex Scale.

Recommended Action: Perform the following as appropriate:

Refer to the correct NetBackup solution guide to configure multifactor authentication, such as the NetBackup Flex Scale documentation set.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3662

Message: Failed to validate the one-time password during configuration of multifactor authentication.

Explanation: This error message appears during configuration of multifactor authentication when there is a time difference between the authenticator application clock and NetBackup primary server clock.

Recommended Action: Perform the following as appropriate:

Make the clocks correct as per the current time at the primary server or at the handheld smart device where authenticator application is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3675

Message: The multifactor authentication request ID does not exist.

Explanation: The multifactor authentication request ID that was sent using the API does not exist.

Recommended Action: Specify the valid multifactor authentication request ID in the API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3676

Message: The configuration cannot be changed using this host.

Explanation: Multifactor authentication is configured for the user account however this host does not support multifactor authentication.

Recommended Action: Use the NetBackup web UI to perform the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3677

Message: The multifactor authentication request has timed out.

Explanation: The one-time password was not entered within the allowable timeframe.

Recommended Action: Ensure that you enter the one-time password within 180 seconds during multifactor authentication.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3678

Message: The multifactor authentication request is not valid.

Explanation: The JWT token that is used for the subsequent API call is different than the earlier one.

Recommended Action: Use the same JWT token for both the API calls.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3700

Message: Failed to configure the Hardware Security Module in NetBackup or to update the existing configuration in NetBackup.

Explanation: The Hardware Security Module configuration or update failed in NetBackup.

Recommended Action: Perform the following as appropriate:

- Ensure that all input parameters are valid when configuring HSM.
- Confirm that the service user has access to the token directory and the PKCS#11 library.
- Confirm HSM is installed, the key is created, and you can log on to HSM.
- Ensure that the correct PKCS#11 library is in use, the HSM key is valid, and the right HSM token is in use.
- Verify that the configuration uses supported key algorithms.
- Review the logs at *install_path*/netbackup/logs/nbhsmcmd for debug information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3701

Message: The requested Hardware Security Module operation cannot be performed.

Explanation: An internal error occurred.

Recommended Action: Perform the following as appropriate:

- Ensure that all input parameters are valid when configuring HSM.
- Confirm that the service user has access to the token directory and the PKCS#11 library.
- Confirm HSM is installed, the key is created, and you can log on to HSM.
- Ensure that the correct PKCS#11 library is in use, the HSM key is valid, and the right token is in use.
- Verify that the configuration uses supported key algorithms.
- Review the logs at *install_path*/netbackup/logs/nbhsmcmd for debug information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3702

Message: Failed to find the PKCS library on the specified path.

Explanation: Failed to load the PKCS library.

Recommended Action: Confirm that the path information is correct and that the service user has the required access permissions to the PKCS#11 library.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3703

Message: The Hardware Security Module logon failed.

Explanation: Log on to the Hardware Security Module failed. The pin or the token label is incorrect.

Recommended Action: Provide the correct pin or token label. Ensure that the service user has appropriate permission to access HSM token object. Refer to the *NetBackup Security and Encryption Guide* for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3704

Message: The specified key does not exist in the Hardware Security Module.

Explanation: The key does not exist in the Hardware Security Module.

Recommended Action: Review the available keys in the Hardware Security Module and use the correct one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3705

Message: The desired cryptographic operation failed.

Explanation: This error code indicates a problem with the cryptographic operation.

Recommended Action: Perform the following as appropriate:

- Ensure that all input parameters are valid when configuring HSM.
- Confirm that the service user has access to the token directory and the PKCS#11 library.
- Confirm HSM is installed, the key is created, and you can log on to HSM.
- Ensure that the correct PKCS#11 library is in use, the HSM key is valid, and the right token is in use.
- Verify that the configuration uses supported key algorithms.
- Review the logs at *install_path*`/netbackup/logs/nbhsmcmd` for debug information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3706

Message: Failed to retrieve the Hardware Security Module configuration in NetBackup.

Explanation: Failed to load the Hardware Security Module configuration.

Recommended Action: Perform the following as appropriate:

- Ensure that the Hardware Security Module is configured.
- Review the logs at *install_path*`/netbackup/logs/nbhsmcmd` for further debug information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3707

Message: Hardware Security Module is not configured in NetBackup.

Explanation: The Hardware Security Module is not configured in NetBackup.

Recommended Action: Configure the Hardware Security Module and retry the desired operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3708

Message: The specified PKCS library path is invalid.

Explanation: The PKCS library path is invalid.

Recommended Action: Review the location of the PKCS library and provide the correct PKCS library path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3709

Message: The specified token label of the Hardware Security Module is invalid.

Explanation: The token label is not present.

Recommended Action: Review the token label of the Hardware Security Module and provide the valid HSM token label.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3710

Message: The specified key identifier is invalid.

Explanation: The key identifier is not present.

Recommended Action: Enter a valid and a unique HSM key identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3711

Message: The specified key label of the Hardware Security Module is invalid.

Explanation: The key label is not present.

Recommended Action: Enter a valid HSM key label.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3712

Message: The specified key algorithm is invalid.

Explanation: The key algorithm is invalid.

Recommended Action: Provide a supported key algorithm. Refer to the *NetBackup Security Encryption Guide* for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3713

Message: The specified key identifier already exists.

Explanation: The key identifier already exists.

Recommended Action: Provide a unique identifier for the HSM key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3725

Message: This operation is restricted because freeze mode is enabled in NetBackup.

Explanation: Freeze mode is enabled in NetBackup on associated primary server, so the specified operation is not permitted.

Recommended Action: Disable freeze mode on the associated primary server or contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3726

Message: The freeze mode option cannot be configured because NetBackup Access Control (NBAC) is currently enabled.

Explanation: Changes to freeze mode are not allowed when NBAC is enabled.

Recommended Action: Disable NBAC then enable freeze mode in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3727

Message: This operation is restricted because freeze mode is enabled on the target primary server.

Explanation: Freeze mode is enabled in NetBackup on associated primary server, so the specified operation is not permitted.

Recommended Action: Disable freeze mode on the associated primary server or contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3800

Message: Cannot retrieve the operation type.

Explanation: `DbAgent` is unable to read the `Expected Operation` type.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3801

Message: Cannot complete the requested operation.

Explanation: The requested operation did not complete due to a failure of `dbutility`.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3802

Message: Cannot run the command.

Explanation: Cannot run the requested operation's command.

Recommended Action: Check that the utility which is used in the requested operation is installed or not.

For detailed troubleshooting information, refer to the `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3803

Message: Cannot test the connection to the database.

Explanation: Cannot establish a connection between the media server and the database with the required database credentials.

Recommended Action: If the connection between the media server and the database fails, perform the following:

- Ensure that the required credentials for the database are valid.
- Verify that the media server is able to reach the database.

For detailed troubleshooting information, refer to the `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3804

Message: Cannot parse the argument.

Explanation: Failed to parse the command that is sent from `dbagentsutil`.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3805

Message: Out of memory.

Explanation: Memory was not available to perform the requested operation.

Recommended Action: Review the memory usage and configuration of the database server and then retry the operation with increased memory.

For detailed troubleshooting information, refer to the `dbagentsutil` logs on media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3806

Message: Cannot complete pre-backup operation, the database does not exist.

Explanation: Cannot complete the pre-backup operation since the database does not exist.

Recommended Action: Verify that the database exists. Perform the discovery again and retry the requested operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3807

Message: Cannot complete the post-backup operation.

Explanation: Failed during the resource cleanup after a backup is run.

Recommended Action: Review the logs and check which resources are not cleaned up in the post backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3808

Message: Cannot check if the database exists.

Explanation: The requested operation fails because the database does not exist anymore.

Recommended Action: Ensure that the database is present before the requested operation is performed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3809

Message: Cannot run the backup command.

Explanation: Cannot run the backup command for the requested database.

Recommended Action: Review the logs for verification of the command and its attributes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3810

Message: Cannot find the backup file at the specified location.

Explanation: Failed to get the backup file because it is not in the specified location.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3811

Message: Cannot perform the PIT restore.

Explanation: Cannot perform the PIT restore operation for taking the backup of requested database.

Recommended Action: Perform the following as appropriate:

- Ensure that the cloud storage is available to perform the PIT restore operation.
- Refer to the `dbagentsutil` logs for the exact cause of failures.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3812

Message: Cannot perform pre-restore operation, database already exists.

Explanation: Pre-restore operation cannot complete because a database with same name already exists.

Recommended Action: Ensure that the database name is unique and not present already.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3813

Message: Cannot run the restore command.

Explanation: Cannot run the restore command for the requested restore database operation.

Recommended Action: Check the `dbagentsutil` logs for verification of the command and its attributes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3814

Message: Cannot create empty database.

Explanation: Cannot create the empty database while restoring the database with the new database name.

Recommended Action: Perform the following as appropriate:

- Ensure that the database with the new name does not exist.
- Ensure there are enough permissions to create the new databases.

- Ensure that there is enough storage space available to create the new database.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3815

Message: Cannot complete the post-restore operation.

Explanation: Failed during the resource cleanup after the restore is run.

Recommended Action: Review the logs to check which resources are not cleaned up in the post-restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3816

Message: Cannot retrieve the list of databases.

Explanation: Failed to retrieve the list of databases for the RDS database server.

Recommended Action: Perform the following as appropriate:

- Ensure there are enough permissions to retrieve the list of all databases for the database server.
- Review the logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3817

Message: Cannot complete the pre-backup operation.

Explanation: Cannot complete the pre-backup operation.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3818

Message: Cannot complete the pre-restore operation.

Explanation: Cannot complete the pre-restore operation.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3819

Message: Cannot complete the restore operation.

Explanation: Cannot complete the restore operation.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3820

Message: Internal server error.

Explanation: Internal server error.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3821

Message: Cannot complete the credential validate operation.

Explanation: Failed to validate the server credentials.

Recommended Action: Ensure that server credentials are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3822

Message: Cannot delete the database.

Explanation: Failed to delete the temporary database or it does not exist.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3823

Message: The cloud provider type not supported.

Explanation: Failed to complete the requested operation for one or more databases.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `dbagentsutil` logs on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3824

Message: Failed to fetch credentials from CMS.

Explanation: Failed to retrieve the credentials from CMS.

Recommended Action: Ensure that the correct credentials are added and verified for the required asset before the requested operation begins.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3825

Message: Cannot perform the operation because no matching database agent found.

Explanation: The requested operation is not supported.

Recommended Action: The `dbutiliy` (Internal Call) found an invalid agent. Retry the operation with a supported configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3826

Message: Cannot perform the requested operation because the associated credentials were not found.

Explanation: The associated credentials were not found.

Recommended Action: Ensure that the correct credentials are added and verified.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3827

Message: Cannot perform the restore due to an invalid database name.

Explanation: The cloud provider does not support the database name that was provided.

Recommended Action: Enter a database name using supported characters that the cloud provider supports.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3828

Message: Unable to reach the database server host.

Explanation: Not able to connect to the database server.

Recommended Action: Check the network connectivity or firewall rules to ensure there is a connection to the database server from the NetBackup media server that is used during backup and restore operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3829

Message: Cannot perform the requested operation because the native client utility does not exist on the provided host.

Explanation: The native client utility does not exist on the provided host that is used during credential validation, backup, and recovery.

Recommended Action: Ensure that the DBPaaS Native Client utility package is installed on the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3830

Message: NetBackup Windows primary server does not support backup and restore of databases with multi-byte or non-English characters in their name.

Explanation: A backup job for the AWS RDS instance database having multi-byte or non-English characters in database name fails for a primary server running on a Windows platform.

Recommended Action: You can use a primary server running on a Linux platform to run the backup of the AWS RDS instance that has multi-byte or non-English characters in the display name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3831

Message: Cannot create instant access for DBPaaS.

Explanation: Failed to get the instance access path.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `bprd` logs on master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3832

Message: Cannot retrieve details of DBPaaS instant access.

Explanation: Failed to parse the response of instant access API.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `bprd` logs on master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3883

Message: Cannot delete the DBPaaS instant access export path.

Explanation: Failed to delete the instant access path.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `bprd` logs on master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3834

Message: Failed to fetch cloud plug-in credentials from Snapshot Manager.

Explanation: NetBackup cannot fetch the cloud plug-in credentials from the Snapshot Manager.

Recommended Action: Verify that the Snapshot Manager is up and running because this error occurs when NetBackup attempts to retrieve the cloud plug-in credentials from Snapshot manager.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3835

Message: Failed to unmount instant access path.

Explanation: Failed to unmount instant access path.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `nbtar` logs on media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3836

Message: Cannot retrieve all the DBPaaS instant access mounts.

Explanation: Failed to get all available instant access mount points.

Recommended Action: For detailed troubleshooting information, create a debug log directory for the process that returned this status code. Then retry the operation and check the resulting `bprd` logs on master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3837

Message: Failed to get Azure Managed Identity Access token.

Explanation: Failed to get Azure Managed Identity Access token.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3838

Message: Failed to check if database user has the super privilege.

Explanation: Superuser check query failed.

Recommended Action: Review the `dbagents` logs for the check superuser command and its attributes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3839

Message: The database user does not have super privilege.

Explanation: A database user with super privileges was not provided.

Recommended Action: The database user must have the super privilege.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3840

Message: Failed to create the temporary restore file.

Explanation: Failed to load the backup file.

Recommended Action: Retry the restore job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3841

Message: Cannot complete the universal share operation.

Explanation: Unable to run the `vpfs` CLI operations in the data mover container.

Recommended Action: Review the `vpfs` logs at the storage path of the data mover container.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3842

Message: The requested backup type for the corresponding DBPaaS asset is unsupported.

Explanation: The DBPaaS asset does not support requested backup type.

Recommended Action: Verify that the backup type for the corresponding DBPaaS asset is supported and if not you must correct the backup type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3843

Message: Failed to enable CDC.

Explanation: The DBPaaS asset user does not have access to enable CDC.

Recommended Action: Verify that the DBPaaS asset user has access to enable CDC and if not, the user needs access enabled to CDC for the DBPaaS asset.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3844

Message: Failed to disable CDC.

Explanation: The DBPaaS asset user does not have access to disable CDC.

Recommended Action: Verify that the DBPaaS asset user has access to disable CDC and if not, the user needs access to disable CDC for the DBPaaS asset.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3845

Message: The database server does not support Azure Managed Identity.

Explanation: For the MySQL and the PostgreSQL flex server, the Managed Identity is not supported.

Recommended Action: Try the operation with database credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3846

Message: Cannot enable version 2 of the variable length deduplication algorithm.

Explanation: Failed to enable the `vldv2` command on the storage server.

Recommended Action: Manually run the `vpfs_actions` command on storage server to enable `vldv2` per the following example:

```
/usr/openv/pdde/vpfs/bin/vpfs_actions -a tune
--imageId <ushare-id> --segment vldv2 --sw_min 16 --sw_max 32
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3847

Message: Cannot create the S3 bucket because you do not have the required permissions.

Explanation: The RDS for SQL Server and the DynamoDB backup fails to provision the S3 bucket because the user does not have the required `createbucket` permission.

Recommended Action: Add the permission `createbucket` to the user that needs to create the S3 bucket.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3849

Message: Cannot retrieve GCP Service object.

Explanation: The `service` object provides methods and resources for managing SQL Server instances on the Google Cloud Platform. NetBackup can then use this object to perform various operations such as creating, deleting, managing, or querying SQL Server instances and their associated resources.

Recommended Action: Associate the appropriate permissions to the service account that is used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3851

Message: Cannot complete the operation, another operation was already in progress.

Explanation: The current operation cannot be run as some other operation is in progress for the GCP SQL instance.

Recommended Action: Wait for the current job to complete and rerun the first job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3852

Message: Cannot clean up the DBPaaS instant access staging path.

Explanation: NetBackup was unable to clean up the staging path on Amazon Elastic file system.

Recommended Action: Perform the following as appropriate:

Ensure that a valid AWS Elastic file system is mounted on the corresponding staging path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3854

Message: Cannot perform the requested operation as the native client utility does not have the required permissions to run.

Explanation: The native client utility does not have sufficient permissions.

Recommended Action: Assign executable permissions to the service user on the media server for all third-party utilities that are used for credential validation, backup, and restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3900

Message: The page offset is invalid.

Explanation: The page offset is invalid.

Recommended Action: Review the parameters from the External Credential Management System provider and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3901

Message: The External Credential Management System provider details were not found with the supplied configuration name.

Explanation: The External Credential Management configuration does not exist in NetBackup database.

Recommended Action: Create a configuration with the supplied configuration name through the NetBackup web UI in the **Credential management**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3902

Message: The credential name does not exist.

Explanation: The credential name that was supplied during configuration or updating the External Credential Management System server or during the configuration of the agent credentials, does not exist in the CMS.

Recommended Action: Create the required External Credential Management System server credentials before you configure or update the External Credential Management System server. If you get this error when the external credentials are created, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3903

Message: The External Credential Management System provider type is invalid.

Explanation: NetBackup does not support the provider type that was supplied during the configuration of the External Credential Management System server.

Recommended Action: The only supported provider type is CyberArk.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3904

Message: Connection to the External Credential Management System server fails using the provided credential name or port number.

Explanation: The connection to the External Credential Management Server fails because the provided information such as hostname, port, credentials, or certificates are incorrect.

Recommended Action: Verify if the hostname, port, certificates, or credentials are valid so that the connection with the External Credential Management System server can be established.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3905

Message: Invalid credential response was received from the external credential management system server.

Explanation: The policy ID in the External Credential Management System provider GET password response does not match the policy ID supported by NetBackup.

Recommended Action: Ensure that the credentials that were created in CyberArk map to the supported workload in NetBackup. For example, the MSSQL credentials in CyberArk must only be used with Microsoft SQL assets in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3906

Message: Deleting the selected **Named credential** is not possible as it is associated with the **Configuration name** of the External Credential Management System server. Delete the associated entry first.

Explanation: This error is observed when the user tries to delete a named credential and the External Credential Management System server references that credential.

Recommended Action: The External Credential Management System server configuration must be deleted first to delete a named credential.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3907

Message: Deleting the selected External Credential Management System server is not possible as it is associated with the **Named credentials**. Delete the associated entry first.

Explanation: Cannot delete the External Credential Management System provider configuration as the configuration is in use by one of the agent credentials.

Recommended Action: To delete an External Credential Management System server, you must first delete the **Named credentials** which use the External Credential Management System server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3908

Message: The agent details of the External Credential Management System are not found.

Explanation: The agent configuration for External Credential Management System provider does not exist in the NetBackup database.

Recommended Action: Create new external credentials with the provided name or review the ID of the credentials you want to delete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3909

Message: The request to update the information of External Credential Management System provider is invalid.

Explanation: This error is displayed when a value is set as empty or there is no value for the following fields:

- `configName`
- `ecmsHostName`
- `credentialName`

Recommended Action: Ensure that the following fields are set with valid values:

- `configName`
- `ecmsHostName`
- `credentialName`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3910

Message: `Application ID` is not defined.

Explanation: This error is observed when the provided `Application ID` is invalid or the provided `Application ID` does not exists in CyberArk.

Recommended Action: Ensure that the `Application ID` exists on the CyberArk server.

Note: `Application ID` - Specifies the unique ID of the application issuing the password request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3911

Message: `Object` or `Safe` name is not defined.

Explanation: This error is observed when the provided `Object` or `Safe` name is invalid or the provided `Object` or `Safe` does not exists in CyberArk.

Recommended Action: Ensure that `Object` or `Safe` exists on the CyberArk server.

Note: `Object` - Specifies the name of the password object to retrieve.

`Safe` - Specifies the name of the safe where the password is stored.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3912

Message: The Common Name or Subject Alternative Name of the certificate does not contain the host name of the server or the certificate is invalid.

Explanation: Host verification fails to connect to the ECMS server like CyberArk by HTTPS.

Recommended Action: You must ensure that the certificate that is deployed on the ECMS server has a Common Name or a Subject Alternative Name that matches the host name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 3913

Message: The credential type is invalid.

Explanation: This issue is seen when the category of the credential that is provided when the ECMS server is configured, is not of type CyberArk.

Recommended Action: Make sure that the category of the credentials that are used when the EMCS server is configured, are the credentials for CyberArk.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4000

Message: Storage web server login failed.

Explanation: The login failed.

Recommended Action: Verify that the NBU Deduplication Storage Server's credentials (stored in the NetBackup database) are current and valid for the specified storage server. These credentials are those that are accessed from the Java GUI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4001

Message: Failed to create the instant access mount.

Explanation: The system failed to create the instant access mount.

Recommended Action:

1. Check the recovery job status and Troubleshooter insights in Activity Monitor to identify the cause of the failure.
2. Verify that the storage server is available, has sufficient space, and supports Instant Access.
3. Check whether a mount for the same backup image already exists. Reuse the existing mount when appropriate. If the mount is stale and no longer in use, delete it and retry the operation.

4. If the cause is not identified, review the NetBackup nbwebservice logs for SPWS errors.
5. If the issue persists, contact Cohesity Support.

NetBackup status code: 4002

Message: Failed to fetch the instant access mount list.

Explanation: The system failed to get the mount list.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4003

Message: Failed to fetch the instant access mount details.

Explanation: The system was unable to get the mount details.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4004

Message: Failed to create an instant access virtual machine (VM).

Explanation: The system failed to create the virtual machine.

Recommended Action: Do the following, as appropriate:

- Verify that the network configuration is correct and the NFS port is opened in the firewall settings. If IPv6 is enabled in the ESXi host, also verify the IPv6 connectivity between the ESXi host and the storage server.
- Verify that the VM name does not conflict with any existing VM in the ESXi host/cluster.
- Check the VMWare user privileges to ensure that the user is allowed to create the VM on the vCenter/ESXi host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4005

Message: A backup image from an unsupported policy type was specified. Only PureDisk is supported.

Explanation: The system failed to create the live mount.

Recommended Action: The Instant Access feature is only supported on the MSDP storage server, so ensure that the correct storage server is selected in the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4006

Message: A backup image from an unsupported policy type was specified. Only the VMware policy type is supported.

Explanation: The system failed to create the live mount.

Recommended Action: The Instant Access feature is only supported on the VMware workload, so ensure that the correct policy type is selected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4007

Message: Failed to fetch the storage server name.

Explanation: The system is unable to list the live mounts.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4008

Message: Unexpected response from the storage web server.

Explanation: There was an unexpected response from the storage web server.

Recommended Action: Check the storage web service logs on the appliance for the specific reason of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4011

Message: Failed to restore a single file to the specified virtual machine (VM).

Explanation: During a single file restore, the specified file was not restored to the virtual machine.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4012

Message: Failed to list instant access mount directory.

Explanation: While trying to browse, the system is unable to list the directory.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4013

Message: Failed to delete the instant access mount.

Explanation: The system was unable to delete the live mount.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4014

Message: Invalid instant access mount ID.

Explanation: The mount ID does not exist.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4015

Message: Instant access mount is not yet ready. Try again later.

Explanation: The mount cannot be deleted at this time.

Recommended Action: A VM that is being created cannot be deleted. Wait a few minutes for the VM creation process to complete and then try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4016

Message: Failed to get the download URL from the instant access mount.

Explanation: While trying to perform a single file download, the URL is not available.

Recommended Action: Do the following, as appropriate:

- Ensure that the download file exists; a file that does not exist cannot be downloaded.
- Verify that the download user has enough access permission to download the file.
- Verify that the network connection between the browser and the media server is working.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4017

Message: Failed to get RSA public keys from the storage web server.

Explanation: The public key is unavailable.

Recommended Action: Do the following, as appropriate:

- Ensure that your server is running properly.
- Ensure that your certificate is valid.
- Ensure that there is not a host name mismatch in the certificate.

If the public key is still unavailable, please check the web server logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4019

Message: Failed to fetch the storage server credentials.

Explanation: Failed to fetch the storage server credentials.

Recommended Action: Verify that the NetBackup Web Management Console can read the storage server credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4020

Message: Failed to fetch VMware server credentials

Explanation: Failed to fetch the VMware server credentials.

Recommended Action: Verify that the NetBackup Web Management Console can read the VMware server credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4021

Message: Invalid file path specified.

Explanation: The file path is not valid or does not exist.

Recommended Action: Do the following, as appropriate:

- Check that the download file exists; a file cannot be downloaded if it does not exist.
- Verify that the download user has enough access permission to download the file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4022

Message: Invalid virtual machine (VM) username/password.

Explanation: The single file restore API receives a request with an empty username or password.

Recommended Action: Specify a username and a password.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4023

Message: One of the required parameters (BIOS UUID, instance UUID, VM name) is invalid.

Explanation: The single file restore API receives a request with an empty BIOS UUID, instance UUID, or VM name.

Recommended Action: Specify the required parameters (BIOS UUID, instance UUID, and VM name).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4024

Message: Invalid virtual machine (VM) name specified.

Explanation: When you try to create a VM, an invalid name is specified.

Recommended Action: When you create a VM, you must specify a name that is not blank and that is not longer than 80 characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4025

Message: Failed to fetch image details.

Explanation: Could not retrieve the VMware image details for the backup ID from the NetBackup Catalog API.

Recommended Action: Check the NetBackup web service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4026

Message: Backup image does not support instant access.

Explanation: The backup image does not support instant access. Verify that the image is on supported storage.

Recommended Action: Back up the image to supported storage: Media Server Deduplication Pool (MSDP).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4027

Message: Failed to create the instant access mount.

Explanation: Failed to create the instant access mount. The maximum number of instant access mounts has been reached.

Recommended Action: Reduce the number of instant access mounts and try the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4028

Message: Failed to reload Media Server Deduplication Pool metadata.

Explanation: The system did not reload the Media Server Deduplication Pool metadata.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4029

Message: Failed to get images from Amazon S3.

Explanation: The system did not retrieve the images from Amazon S3.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4030

Message: Internal API call failed.

Explanation: Internal API call failed.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4031

Message: Internal API call to the catalog failed.

Explanation: Internal API call to the catalog failed.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4032

Message: Failed to get version from the Storage Platform Web Service (SPWS). Ensure that NGINX is running and configured correctly on the selected MSDP storage server.

Explanation: The NetBackup master can't get the version from the SPWS service running on MSDP storage server.

Recommended Action: For the NetBackup Appliance, review the NetBackup Web Service logs for the specific cause of the failure. For a NetBackup build-your-own storage server, please verify that NGINX is installed and running. Depending on workload, refer to NetBackup for VMware Administrator's Guide or the NetBackup for Microsoft SQL Server Administrator's Guide for detailed instruction about Instant Access.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4033

Message: Verification of the JSON Web Token signature failed.

Explanation: Verification of the JSON Web Token signature failed.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4034

Message: Failed to create a NetBackup job for the instant access operation.

Explanation: Failed to create a NetBackup job for the instant access operation.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4035

Message: Failed to update the NetBackup job for the instant access operation.

Explanation: Failed to update the NetBackup job for the instant access operation.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4036

Message: Failed to fetch the NetBackup instant access job details.

Explanation: Failed to fetch the NetBackup instant access job details.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4037

Message: Failed to delete an instant access virtual machine (VM).

Explanation: Failed to delete an instant access virtual machine (VM).

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4038

Message: Failed to get the instant access folder attributes.

Explanation: Failed to get the instant access folder attributes.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4039

Message: The required parameter path is invalid.

Explanation: The required parameter path is invalid.

Recommended Action: Correct the path parameter and try the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4040

Message: The storage server has an earlier version of NetBackup.

Explanation: The storage server has an earlier version of NetBackup.

Recommended Action: Upgrade the storage server to the latest NetBackup version.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4041

Message: Failed to create the universal share.

Explanation: Failed to create the universal share.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4042

Message: Failed to fetch the instant access universal share details.

Explanation: Failed to fetch the instant access universal share details.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4043

Message: Failed to fetch the instant access universal share list.

Explanation: Failed to fetch the instant access universal share list.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4044

Message: Failed to delete the instant access universal share.

Explanation: Failed to delete the instant access universal share.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4045

Message: Universal share capability is not supported.

Explanation: Universal share capability is not supported.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4046

Message: Failed to fetch asset information.

Explanation: Failed to fetch asset information.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4047

Message: Failed to ping Storage Platform Web Service.

Explanation: Failed to ping Storage Platform Web Service.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4048

Message: Failed to create the instant sync VM.

Explanation: Failed to create instant sync VM.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4049

Message: Failed to fetch instant sync VM details.

Explanation: Failed to fetch instant sync VM details.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4050

Message: Failed to configure instant access.

Explanation: Failed to configure instant access.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4105

Message: Failed to create file hash search.

Explanation: NetBackup could not create a file hash search on the configured file hash server. This status code is returned when the primary server fails to submit the file hash search request to the file hash server, or when the file hash server returns an unexpected error while creating the search. This can occur if the file hash server is unavailable, mis-configured, or unable to process the search request.

Recommended Action: Do the following:

1. On the primary server, run the following command to configure or reconfigure the file hash server:

   `nbfhsmgr -config` *`file_hash_server_hostname`*

2. Ensure that the configured file hash server is online and reachable from the primary server.
3. Restart the file hash services on the file hash server, then retry the operation.
4. In the **Activity monitor** web UI, open the failed File Hash Search job and review the job details and progress log for the underlying error message.
5. Check the NetBackup Web Management Console (`nbwmc`) and `nbwebservice` logs on the primary server, and the relevant logs on the file hash server, for errors related to the file hash search request.
6. After resolving the configuration or connectivity issue, retry the file hash search operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4200

Message: Operation failed: Unable to acquire snapshot lock

Explanation: The snapshot is being accessed by another operation such as a restore, browse, or copy to storage unit.

Recommended Action: Retry the operation when the snapshot is no longer used by another operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4201

Message: Incorrect snapshot method configuration or snapshot method not compatible for protecting backup selection entries

Explanation: The policy uses an incorrect snapshot method, or the prerequisite for this snapshot method is not configured properly.

Recommended Action: Verify the following:

- The required correct storage array credential for the snapshot method (wherever applicable) is configured in NetBackup.
- The required software for the snapshot method is configured correctly on the client.
- You can choose the snapshot method to protect the entries of the backup selection (for example, file system).
- The entries that are specified in the backup selection are compatible with the snapshot method configured in the policy.

See the NetBackup Snapshot Client Administration Guide for more information about configuring a snapshot method.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4202

Message: Invalid or incompatible storage unit configured

Explanation: Invalid or incorrect storage destination configured for this policy.

Recommended Action: Verify the following:

- The storage destination that is used for the policy is compatible. For example, the snapshot method OST_FIM operates only on an SLP configured as storage destination.
- The configuration parameter that was provided for the snapshot method is correct. For example, verify that the snapshot resources are correct and the configuration parameters for the configured snapshot method are correct.
- You can choose the snapshot method to protect the entries of the backup selection (for example, file system).
  See the NetBackup Snapshot Client Administration Guide for more information about configuring a snapshot method.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4203

Message: Invalid or unsupported backup selection filelist

Explanation: Incompatible entry found in backup selection for the configured snapshot method.

Recommended Action: Verify the following:

- The entries that are given in the backup selection can be protected by the snapshot method. For example, a file system that was created on top of an HP EVA disk cannot be protected using the snapshot method for IBM.
- The volume is mounted on the specified path for NAS volumes (NFS mount points or CIFS share).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4204

Message: Incompatible client found

Explanation: Invalid user on client or incompatible client found.

Recommended Action: Verify the following:

- You have logged into the client with the same domain-user as the one registered with the NetBackup client service.
- The primary client and target or remote client are compatible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4205

Message: Incorrect or no credentials found

Explanation: Either NetBackup cannot find the supporting software for the configured snapshot method or invalid credentials have been supplied.

Recommended Action: Verify the following:

- If you created an NDMP policy or configured an NAS Data Mover, check that the NDMP host is configured with the correct credentials.
- The disk array host or storage server credentials are correct.
- The third party software or supporting software that is required by the configured snapshot method is installed on the client.

See the NetBackup Snapshot Client Administration Guide for more information about snapshot methods.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4206

Message: Authentication error occurred. NetBackup Client Service is running as Local System, this is likely incorrect.

Explanation: None of the backup selections are accessible and the NetBackup Client Service is running as Local System. These conditions indicate that you may not have credentials to access the storage server.

Recommended Action: Update the NetBackup Client Service in the Windows services to use the proper credentials that allow access to the storage server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4207

Message: Could not fetch snapshot metadata or state files

Explanation: Snapshot metadata that the NetBackup client requires is missing or cannot be fetched from the NetBackup master server.

Recommended Action: Verify the following:

- The NetBackup client can communicate with the NetBackup master.
- The state file location on the NetBackup client has write permission. The typical location of the NetBackup state file on the NetBackup client is as follows:
  Windows: `C:\Program Files\Cohesity NetBackup\NetBackup\online_util\fi_cntl\`
  UNIX: `/usr/openv/netbackup/online_util/fi_cntl`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4208

Message: Could not send snapshot metadata or statefiles

Explanation: Snapshot metadata that is created by the client cannot be transferred on the master server.

Recommended Action: Verify the following:

- The NetBackup client can communicate with the NetBackup master.
- The state file location on the NetBackup client has write permission. The typical location of the NetBackup state file on the NetBackup client is as follows:
  Windows: `C:\Program Files\Cohesity NetBackup\NetBackup\db\snapshot\<client>`
  UNIX: `/usr/openv/netbackup/db/snapshot/<client>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4209

Message: Snapshot metadata or statefiles cannot be created

Explanation: Not able to create snapshot metadata.

Recommended Action: Verify the following:

- The logs contain a failure that precedes this error which restricts the creation of metadata content.
- The state file location on the NetBackup client has write permission. The typical location of the NetBackup state file on the NetBackup client is as follows:
  Windows: `C:\Program Files\Cohesity NetBackup\NetBackup\db\snapshot\<client>`
  UNIX: `/usr/openv/netbackup/db/snapshot/<client>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4210

Message: Incorrect or no content found in snapshot metadata

Explanation: Incorrect or invalid content in the snapshot state files.

Recommended Action: Verify that the specified state file is present on the host. The NetBackup state file is normally located in the following NetBackup client directory:

- Windows: `C:\Program Files\Cohesity NetBackup\NetBackup\online_util\fi_cntl\`
- UNIX: `/usr/openv/netbackup/online_util/fi_cntl`

Contact Cohesity NetBackup support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4211

Message: Snapshot not accessible or invalid snapshot

Explanation: The snapshot is not accessible. The target device may be mapped to multiple host bus adapters (HBAs).

Recommended Action: Verify the following:

- The connection between the NetBackup client and the storage management host-array is intact.
- The host-specific permission is enabled on the storage array.
- The snapshot exists on the storage array or filer.
- The snapshot target device is not mapped to multiple HBAs. If it is, unmap one of the HBAs and continue. Support of multiple paths for a device that requires the multi-path software.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4212

Message: Recreation of snapshot failed

Explanation: Snapshot cannot be recreated. This error can occur during snapshot restores on a Windows platform.

Recommended Action: Verify that the restore flow of operations has succeeded.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4213

Message: Snapshot import failed

Explanation: The snapshot import operation failed, or building and enabling the snapshot I/O stack failed.

Recommended Action: Verify the following:

- The snapshot device is accessible on the client.
- The client has all the required software for building the snapshot I/O stack. This should be equivalent to the I/O stack of the primary client whose entity was required to be protected.
- The communication between the NetBackup client and the master server is intact.

- The copy-back restore target device is not mapped to multiple HBAs. If it is, unmap one of the HBAs and continue. Support of multiple paths for a device requires the multi-path software.
- Make sure that the iSCSI session is established between the node and the target.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4214

Message: Snapshot mount failed

Explanation: Unable to mount the snapshot or run the subsequent set of snapshot operations. The user needs to make the snapshot accessible to the next set of operations to complete a NetBackup job (for example, backup from snapshot, indexing, restore wherever applicable).

Recommended Action: Verify the following:

- You can use the required file system type to mount the given snapshot.
- The required permission exists on the client to enable snapshots for reading and traversing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4215

Message: Snapshot deletion failed

Explanation: The possible causes of this error are as follows:

- The cloud provider credentials are not updated.
- The cloud provider snapshot limit has been exceeded.

Recommended Action: Verify the following:

- Ensure that the appropriate plug-in is configured in the web UI with the appropriate credentials. If the credentials are changed, ensure that they are updated from the web UI.
- Ensure that the snapshot limit of the cloud provider is sufficient.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4216

Message: Snapshot cleanup failed

Explanation: Unable to clean up various supporting pieces for snapshot creation.

Recommended Action: Verify that you have enabled the permission to delete the files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4217

Message: Snapshot restore failed

Explanation: Unable to restore data from the snapshot.

Recommended Action: Verify the following:

- The snapshot exists.
- You have enough permission to overwrite or create files in the restore directory or folder.
- The communication between NetBackup and the storage array-filer is intact.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4218

Message: Snapshot deport failed

Explanation: The requested snapshot cannot be deported or masked from the NetBackup client.

Recommended Action: Verify the following:

- The snapshot exists.
- The communication between NetBackup and the storage array-filer is intact.
- The required credentials for the storage server have been supplied in NetBackup.
- Any required software and license for the third-party software are configured.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4219

Message: Command operation failed: Third-party command or API execution failed

Explanation: Third-party command or API execution failed.

Recommended Action: Do the following:

- From the NetBackup logs, identify the failing command or API.
- Ensure that you have the required permission to execute these commands.
- If possible, execute the command manually to gather more details about the failure.
- Check your configuration to determine the cause of the failing command or the API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4220

Message: Command operation failed: System command or API execution failed

Explanation: The system command or the API execution failed.

Recommended Action: Verify the following:

- From the NetBackup logs, identify the failing command or API.
- Take corrective actions based on the error that is reported as a result of the command execution.
- Ensure that you have the required permission to execute these commands.
- If possible, execute the command manually to gather more details about the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4221

Message: Found an invalid or unsupported configuration

Explanation: NetBackup found an invalid or unsupported configuration.

Recommended Action: Verify the following:

- From the NetBackup logs, identify the failing entity and its error.
- Check the support matrix to determine the correct setup for the configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4222

Message: Operation failed: Unable to acquire policy lock to take snapshot

Explanation: A policy has generated overlapping snapshot jobs. One snapshot job is in progress for a particular policy when the same policy requests a second snapshot job.

Recommended Action: No manual intervention is required. The NetBackup Policy Execution Manager (NBPEM) retries the job based on the **Job retry delay** setting on the master server. To view or set this property, go to **Host Properties>Master Server>Global Parameters**. Contact NetBackup Support if you continue to get this error and you have ensured that no overlapping snapshot jobs are in progress.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4223

Message: Operation not completed

Explanation: The user runs the `nbrestorevm -ir_done` command to complete the VM Instant Recovery operation, but the VM continues to run from the NetBackup storage. The operation cannot be completed because Storage vMotion may be running or not started.

Recommended Action: Make sure that Storage vMotion is completed and that you move the VM from NetBackup storage to the production datastore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4224

Message: STS Internal Error

Explanation: One of the following has occurred inside the STS plug-in:

- Insufficient system memory in the client or the storage server.
- Storage server busy.
- An invalid request was received in the communication between the storage server and the STS plug-in.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4225

Message: Unauthorized operation attempted by client or media on storage server

Explanation: The storage server received an unauthorized request or did not identify the host.

Recommended Action: Verify the following:

- Valid storage server credentials are configured.
- The client has the required privileges per the vendor specification. Please refer to the NetBackup Replication Director Solutions Guide for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4226

Message: Communication failure occurred with storage server.

Explanation: NetBackup cannot communicate with the Snapshot Manager.

Recommended Action: Verify the following:

- Ensure that the correct Snapshot Manager is registered with the correct port number.
- If the Snapshot Manager host name or port number is changed, ensure that it is updated in NetBackup.
- Ensure that the Snapshot Manager host name is accessible from the media server. To verify, try to log on to the Snapshot Manager host from the browser of the media server.
- Verify if the media server or Snapshot Manager certificates are invalid or missing. The certificates are not generated if the Snapshot Manager was configured to skip certificate generation by adding the following entry in `/cloudpoint/flexsnap.conf` file: `[client_registration]`
  `skip_certificate_generation = yes`

  Perform the following to generate the certificates:

  - Ensure that the primary server hostname is accessible from the Snapshot Manager. To verify, try to log on to the Snapshot Manager and telnet to the primary server using ports 1556 and 443.

- If you use private names for installing certificates and communicating with NetBackup, which have to be resolved using `/etc/hosts`, perform the following:
  - Add entries similar to `/etc/hosts` file in the `/cloudpoint/openv/etc/hosts` file.
  - Ensure that you use the same private name during the Snapshot Manager installation as well as the Snapshot Manager registration.
- Remove the following entry from `/cloudpoint/flexsnap.conf` file:

  ```
  [client_registration] skip_certificate_generation = yes
  ```

- Re-register Snapshot Manager in the Cloud workload, using the **Edit** option available in the **Snapshot Manager** tab in the web UI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4227

Message: STS Plug-in error occurred

Explanation: The STS plug-in framework is not working.

One of the following has occurred:

- A required STS library cannot be loaded or initialized.
- An invalid plug-in operation is attempted.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4228

Message: Storage server or plug-in version mismatch

Explanation: The STS plug-in framework encountered an incompatible storage server version.

Recommended Action: Verify that the client and the media server support the version of the storage server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4229

Message: Insufficient resources or capabilities found by storage server

Explanation: The storage server does not have sufficient resources or capabilities available. For example, not enough space exists on the storage that the storage server manages. Also, appropriate feature licenses are not enabled on the storage server.

Recommended Action: Verify the following:

- The storage server recognizes the identified device from the backup selection.
- The required features are enabled on the storage.
- The required feature licenses are applied on the storage.
- The storage server has sufficient available storage space for NetBackup triggered snapshots.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4230

Message: Invalid storage topology or storage server configuration error

Explanation: An invalid configuration causes the STS Plug-in to fail. Examples of this failure include an invalid topology configuration, storage configuration, or server configuration.

Recommended Action: Do the following:

- Verify that the storage is correctly configured per the vendor specification.
- Verify that the underlying storage supports the topology that is specified in the storage lifecycle policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4231

Message: STS Unexpected Error

Explanation: The STS Plug-in failed with an unexpected error.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4232

Message: Invalid Discovery Query URI

Explanation: The query URI for the discovery policy cannot be parsed.

Recommended Action: Examine the URI using the policy editor for syntax errors.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4233

Message: BIOS UUID client reference not allowed for vCloud

Explanation: Use of BIOS UUID as a client reference is not allowed for vCloud because they are not unique.

Recommended Action: Select another form of client reference for the policy, possibly instance UUID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4234

Message: VMware server login failure

Explanation: The configured user name, password, and port do not allow login to the server.

Recommended Action: Correct the credentials that are configured for the designated server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4235

Message: vCloud keyword used when vCloud not enabled

Explanation: The policy uses a vCloud related keyword, but a vCloud server credential is not configured.

Recommended Action: Configure a vCloud director credential, or remove any vCloud related keywords from the policy query.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4236

Message: vCloud policy includes multiple organizations

Explanation: Executing the query for the policy selected VMs from multiple vCloud organizations and this has not been enabled in the policy.

Recommended Action: Correct the policy query to select only VMs from a single organization, or change the policy to enable VMs from multiple organizations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4237

Message: Client does not meet policy requirements

Explanation: The VM cannot be backed up because it does not meet the requirements for the selected client reference.

Recommended Action: Modify the VM to meet the requirements for the configured client reference, or change the policy to use a different client reference.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4238

Message: No server credentials configured for policy

Explanation: The discovery policy requires credentials for a server to execute the policy.

Recommended Action: Verify that the appropriate server credentials have been entered for the type of discovery policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4239

Message: Unable to find the virtual machine

Explanation: Possible causes of this error:

- The virtual machine name is not entered correctly (for example, the name is misspelled).

- The virtual machine identifier type is not selected correctly for the policy. For example, the virtual machine display name is entered, but the virtual machine identifier for the policy indicates virtual machine host name.
- The virtual machine is renamed, deleted, or moved.

Recommended Action: Verify the following:

- The virtual machine identifier configured for the policy and the name (display name, host name, UUID) entered for the virtual machine on the policy agree.
- You can view the virtual machine in the VMware user interface.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4240

Message: Operation not supported

Explanation: A likely cause is a programming error in the product.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4241

Message: Block-level incremental backups are not supported for this device

Explanation: The backup policy **VMware** tab has the **Enable block-level incremental backup** option checked.

The NetBackup block-level incremental backup (BLIB) requires the VMware Changed Block Tracking (CBT). The VMware virtual machine hardware must be version 7 or higher to support the VMware Changed Block Tracking (CBT), so you cannot use the NetBackup block-level incremental backup.

Recommended Action: Upgrade the virtual machine hardware to version 7 or higher (see the appropriate VMware documentation).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4243

Message: Unable to connect to the VirtualCenter server

Explanation: The connection to the VirtualCenter server cannot be made. Possible causes of this error:

- If there are too many VM snapshot jobs that are started using the same VirtualCenter server, the VirtualCenter server connection limit is exceeded.
- There is an intermittent network connection between the VMware backup host and the VirtualCenter server.

Recommended Action: If there are too many VM snapshot jobs, limit the VM jobs using the VMware Resource Limit to limit the concurrent jobs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4245

Message: Invalid pathname for backup selection

Explanation: NDMP pathname for NetApp clustered Data ONTAP is expected with the format `/vserver_name/vol_name`.

Recommended Action: The IP address cannot be used in the pathname.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4246

Message: The requested operation was partially successful.

Explanation: Potential causes of this error are:

- Not all backup selections apply to all selected clients
- The backup selection refers to an invalid volume name
- The backup selection refers to a directory

Recommended Action: Do the following:

- Create a separate policy for each client
- Specify the correct volume name for the Vserver
- Specify a volume name and not a directory within a volume

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4248

Message: Index from snapshot operation failed with an internal error

Explanation: Index from snapshot operation failed with an internal error.

Recommended Action: Check the NetBackup administration logs for more details. Ensure that there is enough space on the media server to create the index database.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4249

Message: Index from snapshot operation failed, catalog already exists

Explanation: Index from snapshot operation fails when there already is a full catalog created for the given source image.

Recommended Action: Check that there is no existing catalog for the specified source image. Check the NetBackup administration logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4250

Message: Index from snapshot operation failed, unable to find child image or file information

Explanation: Index from snapshot operation failed. No child images found for the backup ID that needs to be indexed.

Recommended Action: Check the NetBackup administration logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4251

Message: Index from snapshot operation failed. Failed to write into index database.

Explanation: Error occurred on media server while writing into index database.

Recommended Action: Typically, the index database is created under `NB_INSTALL_DIR/tmp`; for example, `/usr/openv/netbackup/tmp`. It can be overridden by SNAPDIFF_DB_PATH in the NetBackup configuration file. Ensure that there is enough space on the media server to create the index database. Check the NetBackup administration logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4252

Message: Index from snapshot operation failed. Entry does not belong to any of the backup selection entries.

Explanation: The file entry going to be indexed does not belong to any of the backup selection entries.

Recommended Action: Check the NetBackup administration logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4253

Message: Index from snapshot operation failed. SLP version mismatch for current and previous backup image.

Explanation: Index from snapshot operation failed. There is an SLP version mismatch for the current and previous backup image.

Recommended Action: Check the NetBackup administration logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4254

Message: Invalid or no path found to create index database

Explanation: There is an invalid path or no path to create the index database. This path is required to create an index database in an index from snapshot operation.

Recommended Action: Typically, the index database is created under `NB_INSTALL_DIR/tmp`; for example, `/usr/openv/netbackup/tmp`. It can be overridden by adding SNAPDIFF_DB_PATH in the NetBackup configuration. Check if the defined path exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4255

Message: Index from snapshot using SnapDiff is disabled by the user

Explanation: The user can disable the index from snapshot operation by using SnapDiff through the NetBackup configuration key USE_SNAPDIFF. If the value of the key is set to 0, then the index from the snapshot operation using SnapDiff is disabled.

Recommended Action: To enable the index from snapshot by using SnapDiff, change the value of the NetBackup configuration key USE_SNAPDIFF by using the `bpsetconfig` CLI. The possible values of the key are as follows:

- Set to 0; do not perform the index from snapshot operation by using SnapDiff.
- Set to 1; the index from snapshot by using SnapDiff is enabled only for the incremental schedule.
- Set to 2; the index from snapshot by using SnapDiff is enabled for all schedule types.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4256

Message: Index from snapshot is not supported for the file system associated with backup selection

Explanation: The index from snapshot is not supported for the file system associated with one of the backup selection entries.

Recommended Action: Currently, the index from the snapshot operation using SnapDiff is supported for NFS, CIFS file systems. It is also supported when the policy type is NDMP. Change the policy with the backup selection entries that have a file system that is supported for the index from snapshot operations by using SnapDiff.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4257

Message: Index from snapshot is not supported for the storage server

Explanation: Index from snapshot using SnapDiff is not supported for the storage server that is used for snapshot creation.

Recommended Action: Please check that the index from snapshot using SnapDiff is supported for the storage server. If it is not, then change the SLP with the STU associated with the storage server having support for index from snapshot using SnapDiff.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4258

Message: Transient error encountered while taking Hyper-V VM snapshot

Explanation: The Hyper-V VSS writer experienced a transient error. VM might be moving or doing another conflicting operation. If the backup process is retried, the error may not reoccur.

Recommended Action: Check the event log for Hyper-V VMMS (Log Name: Microsoft-Windows-Hyper-V-VMMS/Admin) for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4259

Message: Failed to find VirtualCenter host name in VMware Lookup Service

Explanation: The Platform Services Controller system name for the vCenter cannot be resolved to the NetBackup virtual machine server name for a vCenter.

Recommended Action: Use the system name as configured in the Platform Services Controller as the NetBackup virtual machine server name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4260

Message: Encountered SSO login failure

Explanation: Login failed when attempting to log on to the VMware Single Sign-On service.

Recommended Action: Ensure that the credentials that you entered for the NetBackup virtual machine server are authorized for Single Sign-On.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4261

Message: Encountered VMware Internal Server Error

Explanation: This message indicates a generic VMware Internal Server Error. A known cause of this error is when the Tags or Categories that are defined in the vCenter do not have a Description.

Recommended Action: Refer to the details that are given in the error message and the related VMware Knowledge Base article. Check the NetBackup VxUL logs (`libvcloudsuite`).

Related VMware Knowledge Base article: http://kb.vmware.com/kb/2124204

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4262

Message: Encountered VMware vCloud Suite API failure

Explanation: This message indicates a generic VMware API failure. A known cause of this error is when NetBackup master servers or other hosts that perform automatic virtual machine selection do not have network connectivity to the VMware Platform Services Controller.

Recommended Action: Refer to the *VMware vCenter Server 6.0 Deployment Guide* and the related VMware Knowledge Base article.

Related VMware Knowledge Base article: http://kb.vmware.com/kb/2106283

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4263

Message: Encountered VMware SOAP API failure

Explanation: This message indicates an error when NetBackup attempted to connect to the VMware Single Sign-On service. A known cause of this error is when the clock settings are different between the NetBackup host that is used for virtual machine selection and the vCenter.

Recommended Action: Refer to the details that are given in the error message and the related VMware Knowledge Base article. Check the NetBackup VxUL logs (`libvcloudsuite`).

VMware Knowledge Base article: http://kb.vmware.com/kb/2125193

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4264

Message: Encountered unexpected error while processing TagView XML

Explanation: This message indicates that the XML file containing the VMware Tag information is corrupt.

Recommended Action: If the error is from a test query, try the operation again. If the parent (Discovery) job fails, try the job again with a **Reuse VMware selection query results** value of 0 in the failing policy clients tab to regenerate the XML file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4265

Message: Encountered a VMware Virtual Machine Server that does not support Tags

Explanation: This message indicates that an ESX server is included in the Virtual Machine Server list, which does not support Tags.

Recommended Action: Refer to the NetBackup for VMware Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4266

Message: Encountered a VMware Virtual Machine Server that does not offer Tag APIs

Explanation: This message indicates that a 5.1 or 5.5 vCenter is included in the Virtual Machine Server list, which does not offer VMware Tag APIs.

Recommended Action: Refer to the NetBackup for VMware Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4267

Message: Failed to initialize Java Runtime Environment

Explanation: This error message indicates that NetBackup cannot find the Java Runtime Environment that is required to access the VMware Tag information.

Recommended Action: Install the version of the NetBackup Remote Administration Console that corresponds to the NetBackup Client installation. The version of the NetBackup Remote Administration Console must match the NetBackup Client version.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4268

Message: Failed to retrieve resource pool information

Explanation: NetBackup was not able to retrieve resource pool properties from vSphere.

Recommended Action: Check the resource pool path. If it is incorrect, specify the correct resource pool path that exists in destination vCenter server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4269

Message: Found multiple virtual machines with same identity

Explanation: Multiple virtual machines with the same display name exist under the destination resource pool or vApp. NetBackup cannot identify the virtual machine that needs to be overwritten.

Recommended Action: Select a different display name for restore or rename the virtual machines in the destination resource pool or vApp. Only one virtual machine with the same display name can exist in the resource pool or vApp.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4270

Message: A snapshot of the virtual machine exists and the policy option specifies aborting the backup

Explanation: The virtual machine being backed up already has an existing snapshot and the backup policy requires that NetBackup abort the backup in this circumstance.

Recommended Action: Either remove the snapshot and restart the backup job or modify the policy to ignore or remove existing snapshots. NetBackup removes existing snapshots only if NetBackup created them.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4271

Message: Maximum virtual machine snapshots exceeded

Explanation: NetBackup was unable to remove an existing virtual machine snapshot because more than the maximum allowed number of snapshots exist on the virtual machine.

Recommended Action: Remove the virtual machine's snapshots and restart the backup job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4272

Message: Maximum delta files exceeded

Explanation: One of the virtual machine’s disks had more than the maximum allowed number of delta files. Therefore, NetBackup was unable to create a virtual machine snapshot.

Recommended Action: Consolidate the virtual machine’s disks and restart the backup job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4273

Message: Unable to lock the backup or restore host for virtual machine snapshot operations

Explanation: NetBackup was configured to serialize the virtual machine snapshot operations on the backup or restore host. However, NetBackup was unable to acquire the lock that controls snapshot serialization within the allowed time.

Recommended Action: Restart the backup job when no other virtual machine snapshot operations are in process. If NetBackup cannot acquire the lock frequently, adjust the NetBackup job configuration as necessary to allow the virtual machine snapshots to run at different times or to run on different hosts. Alternatively, reconfigure NetBackup so that the snapshot serialization is not required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4274

Message: Failed to remove virtual machine snapshot

Explanation: NetBackup was unable to remove a virtual machine snapshot.

Recommended Action: Delete the virtual machine snapshot manually.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4275

Message: Unable to consolidate Virtual Machine Disks

Explanation: NetBackup was unable to consolidate a virtual machine's disks. NetBackup tries to consolidate disks as follows:

- Before a virtual machine snapshot is created at the start of a virtual machine backup.
- After a virtual machine snapshot is deleted while the backup nears completion.

Recommended Action: Consolidate the virtual machine's disks manually and restart the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4276

Message: Unable to retrieve Virtual Machine Disk information

Explanation: NetBackup was unable to retrieve a virtual machine's disk information.

Recommended Action: Review the job details and the `bpfis` log for any additional information that is related to the error. Correct the underlying issues that cause the failure and restart the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4277

Message: Virtual machine path contains unsupported characters

Explanation: The virtual machine path contains the characters that NetBackup does not support.

Recommended Action: Rename the virtual machine and/or folder path to one that contains only supported characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4278

Message: Unable to retrieve virtual machine information

Explanation: NetBackup was unable to retrieve a virtual machine's information.

Recommended Action: Review the job details and the `bpfis` log for any additional information that is related to the error. Correct the underlying issues that cause the failure and restart the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4279

Message: Unable to retrieve virtual machine vCloud information

Explanation: NetBackup was unable to retrieve a virtual machine's vCloud information.

Recommended Action: Review the job details and the `bpfis` log for any additional information that is related to the error. Correct the underlying issues that caused the failure and restart the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4280

Message: Virtual machine contains independent and Raw Device Mapping disks only

Explanation: The virtual machine included only independent disks and the Raw Device Mapping disks, so NetBackup found no data to protect.

Recommended Action: Remove the virtual machine from the backup policy selection or modify the virtual machine to include additional disks.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4281

Message: Virtual machine contains independent disks only

Explanation: The virtual machine included only independent disks, so NetBackup found no data to protect.

Recommended Action: Remove the virtual machine from the backup policy selection or modify the virtual machine to include additional disks.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4282

Message: Virtual machine contains Raw Device Mapping disks only

Explanation: The virtual machine included only Raw Device Mapping disks, so NetBackup found no data to protect.

Recommended Action: Remove the virtual machine from the backup policy selection or modify the virtual machine to include additional disks.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4283

Message: Error detected while processing disk identifiers

Explanation: NetBackup encountered more than one Virtual Machine Disk with the same UUID.

Recommended Action: Modify the virtual machine so that none of the UUIDs for its disks duplicate the UUID for any other virtual machine.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4287

Message: A NetBackup snapshot of the virtual machine exists and the policy option specifies aborting the backup

Explanation: One or more NetBackup created snapshots exist on the virtual machine and the **Existing snapshot handling** option in the policy specifies aborting the backup. The snapshots that NetBackup creates start with the `NBU_SNAPSHOT` or `NBU_RESTORE` strings in the snapshot name.

When you use RHV, you cannot remove the older snapshots from the RHV manager when the disk is in a locked state. The following error is displayed:`A NetBackup snapshot of the virtual machine exists.`

Possible causes of an existing NetBackup snapshot are the following:

- A snapshot from a previous backup has not been deleted (an orphaned snapshot). NetBackup should have deleted the snapshot when the backup completed.

- Two policies try to back up the virtual machine at the same time. For one of the policies, the backup detects the snapshot that the other policy created.

Recommended Action: Do the following, as appropriate:

- Manually remove the orphaned snapshot.
  For VMware, you can use the VMware vSphere interface to remove virtual machine snapshots. For Hyper-V, you can use `nbhypervtool.exe` to remove NetBackup snapshots that were created with the WMI backup method. For more information on `nbhypervtool.exe`, refer to the NetBackup Commands Reference Guide.
- Reduce the likelihood of orphaned snapshots by changing the resource limits to reduce the load on the appropriate VMware or Hyper-V resource. The **Resource Limit** dialog is in the **NetBackup Administration Console** under **Host Properties > Master Servers**. The NetBackup guides for VMware and Hyper-V describe the available settings.
- Change the NetBackup policy schedules to avoid simultaneous backups of the virtual machine.
- For VMware only: Change the NetBackup policy's **Existing snapshot handling** parameter to a different option (such as **Continue Backup**).
- For RHV only: Refer to the following article for steps to unlock the disk: https://access.redhat.com/solutions/396753. Then manually remove the older snapshots from the RHV manager.
- For Nutanix AHV, refer to the Nutanix AHV Administrator's Guide to remove the VM snapshots.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4290

Message: Failed to create virtual machine snapshot. Virtual machine is busy performing another operation.

Explanation: A virtual machine snapshot cannot be created because the virtual machine is performing another operation that conflicts with the snapshot creation process. This usually happens if the virtual machine is undergoing a storage migration or a live migration.

Recommended Action: Retry the snapshot job after the virtual machine has completed the conflicting operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4292

Message: Unable to activate change block tracking in current state of virtual machine

Explanation: If change block tracking is not yet enabled on a virtual machine and it has one or more snapshots, NetBackup cannot enable the change block tracking during the backups. This error is caused by a VMware limitation with the QueryChangedDiskAreas API. The virtual machine must not have any snapshots when enabling change block tracking or the reported changed blocks may be inaccurate.

Recommended Action: Delete or consolidate the snapshots on virtual machines on vSphere so that NetBackup can enable change block tracking.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4293

Message: Invalid credentials or an access violation

Explanation: The credentials that were provided while accessing the host/server are invalid or the host/server denied the access. The requested operation cannot be completed.

Recommended Action: Verify that there are valid credentials configured for the host/server that is being accessed and that the user has valid privileges to make the request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4294

Message: The virtual machine is disconnected

Explanation: The ESXi host is disconnected from the virtual machine.

Recommended Action: Ensure that the ESXi host is powered on and the vCenter Server agent (vpxa) is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4295

Message: VM retrieval failed.

Explanation: Unable to obtain the RHV VM details or the list of VMs from the RHV manager.

Recommended Action: Ensure that the RHV manager credentials are correct and the RHV manager is accessible from the backup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4296

Message: No server credentials configured.

Explanation: The RHV virtualization server credentials are not configured.

Recommended Action: Add the RHV virtualization server credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4297

Message: Unable to obtain RHV server credentials.

Explanation: Unable to obtain RHV server credentials.

Recommended Action: Ensure that the RHV manager is accessible from the backup host and the backup host is added to the RHV Access Hosts from NetBackup Administration Console.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4298

Message: Unable to obtain RHV manager version.

Explanation: Unable to obtain the version of the RHV manager.

Recommended Action: Check the RHV versions that NetBackup supports for VM backup or restore. If the RHV version has changed, you might see this failure if the response body of some RHV APIs has changed. Ensure that the RHV manager name has 95 or fewer characters. Refer to the logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4299

Message: Unable to get topology view tree.

Explanation: Unable to obtain the details of the RHV cluster topology.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4301

Message: Single file restore is not supported for this policy type.

Explanation: Single file restore is not supported from the backup that this policy created.

Recommended Action: Disable the single file restore option in the policy and rerun the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4302

Message: The VM is unavailable on the current host. If the VM is a highly available VM, it may have moved to another host.

Explanation: The Hyper-V machine-related operation failed due to nonexistence of the VM on the host where the operation was attempted. This error can happen if the VM migrates to another host in the cluster before snapshot operation finishes.

Recommended Action: When SCVMM is used to manage a VM, dynamic optimization can trigger more frequent migration. If there are too frequent retries happening, configure VM optimization actions correctly to manage VM migrations. After you have configured VM optimization actions, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4307

Message: Authentication error. NetBackup legacy network service is running as local system.

Explanation: The NetBackup legacy network service must be running for the logged on domain user.

Recommended Action: Log on to the NetBackup legacy network service as the domain user and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4308

Message: Authentication error. The service user for NetBackup client service and NetBackup legacy network service, must be the same.

Explanation: The NetBackup client service and the NetBackup legacy network service must be running for the logged on domain user.

Recommended Action: Log on to the NetBackup client service and NetBackup legacy network service as the domain user and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4309

Message: Authentication error. Unable to retrieve the user for the service.

Explanation: Unable to retrieve the user for the service. Either the NetBackup services are not running, or some other failure.

Recommended Action: Restart all of the NetBackup services and try the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4310

Message: Cannot retrieve snapshot information.

Explanation: Failed to retrieve snapshot information for a device from VSO plug-in.

Recommended Action: While a snapshot was taken for SAN device, some internal issues occurred. NetBackup cannot correctly store the snapshot-related information. Check the `bpfis` logs and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4311

Message: The device list based on the restore selection does not match the device's consistency group or groups that were found on the storage array. Rollback restore may affect data on consistency group devices.

Explanation: A mismatch was found between the current group and for at least one consistency group that has a current snapshot.

Recommended Action: Perform the following as appropriate:

- Log on to the storage array and correct the inconsistency in the consistency group.
- To go ahead with the restore process, use the option **Force rollback even if it destroys the consistency group's state on the storage array** available in Backup, Archive, and Restore GUI or use `-force_group_rollback` option with `bprestore` command. Refer to the NetBackup Commands Reference Guide to get more information about this rollback option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4312

Message: The job did not complete because the `/etc/fstab` file contains an entry of a backup selection in the `UUID` or `LABEL` form.

Explanation: This issue happens for a policy that uses VSO FIM on Linux when a local host or primary host is used for a backup from a snapshot operation. The job does not complete if the `/etc/fstab` file has an entry with the following configuration:

- The policy backup selection is entered as a mount point.
- The corresponding device to be mounted is entered as a file system level identifier such as file system `UUID` or `LABEL`.

Recommended Action: When you use the configuration that is detailed in the Explanation, of the `/etc/fstab` file on the primary host, you must use an alternate client as backup host in the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4313

Message: The rollback restore did not complete because the `/etc/fstab` file contains an entry of backup selection in `UUID` or `LABEL` form.

Explanation: This issue happens for a policy that uses VSO FIM on Linux when a rollback restore is performed on the primary host. The job does not complete if the `/etc/fstab` file has an entry with the following configuration:

- The policy backup selection is entered as a mount point.
- The corresponding device to be mounted is entered as a file system level identifier such as file system `UUID` or `LABEL`.

Recommended Action: When you use the configuration that is detailed in the Explanation, of the `/etc/fstab` file on the primary host, you must temporarily remove the policy backup selection entry from the `/etc/fstab` file. After removal of the entry, retry the rollback restore again. When the rollback restore is successful, you can add the entries back to the `/etc/fstab` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4315

Message: Cannot replicate the on-premises snapshot.

Explanation: The replication operation of a snapshot of a storage volume residing on an on-premises array failed.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4500

Message: The number of images to be imported is more than the limit.

Explanation: The number of images to import must be 64 or fewer than 64 images at a time.

Recommended Action: Reduce the number of images to import to 64 or fewer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4501

Message: Incorrect media ID is used while importing the image.

Explanation: The media ID that is used during the image import is incorrect.

Recommended Action: Use the correct media ID while importing the image. Use the `bpmedialist` command to get the information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4502

Message: Invalid information about the master or the media server.

Explanation: The backup image has a different name of the master or media server than the one that is used during the image import.

Recommended Action: Use the correct host name during the image import.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4503

Message: Current active job count exceeds active job count limitation.

Explanation: The number of active import jobs exceeds the limit (default is 16).

Recommended Action: Wait for the import job to finish before any new import jobs are initiated.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4504

Message: The number of images to import is zero.

Explanation: The number of images to import is zero.

Recommended Action: Increase the number of images to import.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4505

Message: Input client name is inconsistent with client name in backup ID.

Explanation: The client name does not match the name in the backup ID.

Recommended Action: Verify that you used the correct client name and backup ID when you imported or recovered images.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4506

Message: Failed to get images from cloud storage.

Explanation: An error has occurred while NetBackup attempted to list cloud backup images.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4507

Message: Failed to reload MSDP metadata.

Explanation: An error has occurred while NetBackup attempted to import images.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4508

Message: Failed to get AMI IDs from AWS.

Explanation: An error has occurred while NetBackup attempted to retrieve AMI IDs from Amazon Web Service.

Recommended Action: Verify your network connection to Amazon Web Service. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4509

Message: Failed to get DR in cloud status.

Explanation: An error has occurred while NetBackup tried to retrieve the disaster recovery in cloud status.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4510

Message: Cloud DR LSU name is not specified.

Explanation: Multiple logical storage units (LSU) for the cloud DR were found in the NetBackup server. No target cloud LSU name is specified in the request of the RESTful API.

Recommended Action: Specify the LSU name for the cloud DR in the request of the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4511

Message: Specified cloud DR LSU name does not exist.

Explanation: The cloud LSU name that is specified in the request of RESTful API does not exist in the NetBackup server.

Recommended Action: Use the correct LSU name in the request of RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4512

Message: No cloud DR LSU is present.

Explanation: There is no cloud DR LSU configured in the NetBackup server.

Recommended Action: Configure a cloud DR LSU in the NetBackup server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4513

Message: Input LSU name must be a string.

Explanation: The input LSU name in the POST body of the RESTful API is not a properly JSON formatted string.

Recommended Action: Set the LSU name to the correct JSON formatted string in the POST body of the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4514

Message: Failed to get storage servers.

Explanation: An error has occurred while NetBackup tried to retrieve storage server information.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4515

Message: Storage server name is not specified.

Explanation: Multiple storage servers were found in the NetBackup server, but no target storage server name is specified in the request of RESTful API.

Recommended Action: Specify the storage server name for the cloud DR in the request of the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4516

Message: Specified storage server name does not exist.

Explanation: The storage server name which is specified in the request of the RESTful API does not exist in the NetBackup server.

Recommended Action: Use the correct storage server name in the request of the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4517

Message: No storage server is present.

Explanation: There is no storage server configured in NetBackup.

Recommended Action: Configure a storage server in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4518

Message: Input storage server name must be a string.

Explanation: The input storage server name in the POST body of the RESTful API is not a properly JSON formatted string.

Recommended Action: Set the storage server name to the correct JSON formatted string in the POST body of the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4519

Message: Failed to get active import job count.

Explanation: An error has occurred while NetBackup tried to retrieve the NetBackup import jobs status.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4520

Message: This operation is not supported on current cloud provider.

Explanation: The requested operation is not supported on the cloud provider.

Recommended Action: Review your request and confirm that it is supported on the cloud provider.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4521

Message: This operation is not supported on requested workload.

Explanation: The requested operation is not supported on the requested workload.

Recommended Action: Review that the requested workload is supported on the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4604

Message: You do not have the required permissions to delete the license key.

Explanation: There are insufficient permissions to delete the license file.

Recommended Action: Verify that you have sufficient permissions for the delete license file operation. Verify that the license file has sufficient permissions for delete operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4605

Message: The license key cannot be deleted.

Explanation: The license cannot be deleted because of some errors that are not related to NetBackup. Examples of other errors that can cause this issue:

- Cannot find the license.
- The file path does not exist.
- Last active license.

Recommended Action: Review the OS-based error and take appropriate action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4606

Message: The specified entitlement ID does not exist.

Explanation: The `GET` or the `DELETE` operation on the license with the specified ID, failed because the license does not exist in NetBackup.

Recommended Action: Verify that the ID specified is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4607

Message: The specified operation on the NetBackup entitlement cannot be carried out.

Explanation: The operation on the entitlement fails because of some internal errors in NetBackup.

Recommended Action: Perform the following as appropriate:

- Check the error details mentioned in RESTful API response and perform necessary corrective action.
- Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4608

Message: License with the specified entitlement ID already exists in NetBackup.

Explanation: The `ADD` operation on the license fails because the license with the `entitlement-id` mentioned in the license file already exists in NetBackup.

Recommended Action: Delete the existing license if it is necessary to add it to NetBackup again. No action is needed when the addition of the license is not necessary.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4609

Message: The specified license file is corrupted.

Explanation: The `ADD` operation on the entitlement fails because the license file (containing entitlement information) provided is corrupted.

Recommended Action: You must use the license file that is downloaded from the Cohesity licensing portal and add it to the NetBackup software.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4610

Message: The entitlements do not exist in NetBackup.

Explanation: The `GETALL` operation on the entitlements fails because no license exists in NetBackup.

Recommended Action: Verify that you have at least one license in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4611

Message: Cannot add new license when an existing license of a different edition is present.

Explanation: Licenses of different editions are not allowed to be mixed.

Recommended Action: Make sure that licenses of different editions are not added at the same time. Make sure that the perpetual license cannot be added on to the subscription license.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4612

Message: The expired license cannot be added.

Explanation: An active license of a different edition is already present. In the case of conflicting licenses, when you add a new license and remove a conflicting license, the active license is removed, and the expired license is added. In that case, the user doesn't have any active license present.

Recommended Action: Perform the following as appropriate:

Make sure that the license is not expired and renew the license before you add a new license.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4700

Message: Unable to attach restored disks to target VM.

Explanation: Unable to attach restored disks to target VM.

Recommended Action: Check the RHV, VMware, or Nutanix AHV versions NetBackup supports for VM backup or restore. Refer to the `bpVMutil` logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4701

Message: Unable to get virtual machine configuration for VM.

Explanation: Unable to get the details of the virtual machine from the virtualization server or the RHV manager.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4702

Message: Delete of existing VM failed with error.

Explanation: Unable to delete an existing VM because of an error.

Recommended Action: Ensure that the VM is turned off. If possible, try to delete the VM manually and then run the restore operation. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4703

Message: Virtual machine creation failed, cannot proceed with restore.

Explanation: Unable to create the virtual machine during the restore operation. The restore job is aborted.

Recommended Action: Ensure that enough resources are available on the RHV, VMware, or Nutanix AHV server for the creation of the VM. Refer to the `bpVMutil` logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4704

Message: Failed to create virtual machine with specified disks.

Explanation: Unable to create the virtual machine with the specified disks.

Recommended Action: Ensure that enough resources are available on the RHV server for creation of the disks. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4705

Message: Unable to retrieve virtual disk configuration.

Explanation: Unable to obtain the details of the virtual disk.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4706

Message: Incorrect virtual disk configuration retrieved.

Explanation: Incorrect details were received about the virtual disk.

Recommended Action: Ensure that the disks that are specified in the rename file follow the correct syntax as per specification. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4707

Message: Unable to attach restored networks to target VM.

Explanation: Unable to attach the restored network interfaces to the target VM.

Recommended Action: Check the RHV, VMware, or Nutanix AHV versions that NetBackup supports for VM backup or restore. Refer to the `bpVMutil` logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4708

Message: Unable to attach restored tags to target VM.

Explanation: Unable to attach restored tags to target VM.

Recommended Action: Check the RHV, VMware, or Nutanix AHV versions that NetBackup supports for VM backup or restore. Refer to the `bpVMutil` logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4709

Message: Unable to set high availability option on target VM.

Explanation: Unable to set high availability option on target VM.

Recommended Action: Check the RHV, VMware, or Nutanix AHV versions that NetBackup supports for VM backup or restore. Refer to the `bpVMutil` logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4710

Message: Failed to get VM Tags Information.

Explanation: Unable to obtain the details about the VM tags.

Recommended Action: Check the RHV, VMware, or Nutanix AHV versions that NetBackup supports for VM backup or restore. Refer to the `bpVMutil` logs for more

information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4711

Message: cURL encountered an error. Insufficient memory or inadequate resources available to complete the job.

Explanation: cURL encountered an error. Insufficient memory or inadequate resources available to complete the job.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4712

Message: Resource name is empty.

Explanation: The VM display name is empty.

Recommended Action: Enter the appropriate VM display name. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4713

Message: Resource name contains unsupported characters.

Explanation: NetBackup does not support characters in the VM display name.

Recommended Action: Use supported characters in the VM display name. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4714

Message: Resource name length exceeds supported maximum length.

Explanation: The length of the VM display name is more than the maximum length that NetBackup supports.

Recommended Action: Ensure that the length of the VM display name is within the supported length. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4715

Message: Pre-recovery check failure.

Explanation: The pre-recovery check failed.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4716

Message: Unsupported hypervisor type.

Explanation: The hypervisor type is not supported.

Recommended Action: Refer to the `bpVMutil` logs for more information. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4718

Message: Invalid API request parameter.

Explanation: The API request parameter invalid.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4719

Message: Unable to read and understand virtual disk metadata.

Explanation: Unable to interpret the header of the Qcow2 or the RAW disk that is attached to VM. This disk might be corrupted or of a different format that NetBackup does not support.

Recommended Action: Check the disk types that are attached to VM and make sure that NetBackup supports the disk format. Verify that the disks that are attached to VMs are properly visible inside the VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4720

Message: Encrypted Virtual Disk is not supported.

Explanation: Encrypted virtual disk is not supported.

Recommended Action: Verify the list of options that NetBackup supports for backing up the RHV, VMware, or Nutanix AHV VMs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4721

Message: Compressed Virtual Disk is not supported.

Explanation: Compressed virtual disk is not supported.

Recommended Action: Verify the list of options that NetBackup supports for backing up the RHV, VMware, or Nutanix AHV VMs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4722

Message: Failed to read from Virtual Disk.

Explanation: Unable to read from the virtual disk.

Recommended Action: Retry the backup operation. Refer to the `vxms` logs for more information about the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4723

Message: Failed to write into Virtual Disk.

Explanation: Unable to write to the virtual disk.

Recommended Action: Retry the restore operation. Refer to the `vxms` logs for more information about the error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4724

Message: Invalid Disk Transfer Info.

Explanation: The disk transfer information is invalid.

Recommended Action: Refer to the `vxms` logs for more information about this error and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4725

Message: An internal error occurred.

Explanation: One of the internal services has failed to respond.

Recommended Action: Retry the operation. Refer to the `vxms` or `vfms` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4726

Message: Failed to create snapshot of the specified VM.

Explanation: Unable to create a snapshot of the specified VM.

Recommended Action: Make sure that the VM is unlocked before the backup starts. Try to create temporary user snapshot to make sure that there is no issue with the RHV platform. Refer to the `vxms` logs or contact Cohesity Technical Support if required.

Before a CDP backup job runs, make sure that there is no issue with the `nbcctd` service. Review the job details in the activity monitor or the `bpfis` and `nbcctd` logs on CDP gateway for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4727

Message: Failed to fetch VM snapshot information.

Explanation: Unable to obtain the information about the VM snapshot from the virtualization server. Because the snapshot information is not available, the VM cannot be backed up.

Recommended Action: Check the virtualization server events or logs for more information about this error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4728

Message: Failed to open the specified disk.

Explanation: Failed to initiate the disk transfer during the upload or the download.

Recommended Action: If it is the backup operation, check if the VM disks are unlocked before the backup starts. Follow the RHV, VMware, or Nutanix AHV documentation to unlock the disk or VMs if required and retry the backup. If it is the restore operation, refer to the `vxms` logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4729

Message: Failed to read the specified disk.

Explanation: Failed to download the disk data from RHV, VMware, or Nutanix AHV or failed to read the downloaded data by NetBackup.

Recommended Action: Refer to the `vxms` logs for more information about this error and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4730

Message: Failed to close the specified disk.

Explanation: Failed to finalize the disk transfer, that is upload or download.

Recommended Action: Check the virtualization server events or logs for more information about this error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4731

Message: Received invalid response.

Explanation: Received invalid response from the RHV server for some API call.

Recommended Action: Check the RHV versions that NetBackup supports for backup and restore. Refer to the logs for more information and then retry the backup or restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4732

Message: Error in parsing the HTTP response.

Explanation: An error has occurred parsing the HTTP response that was received from the RHV server.

Recommended Action: Check the RHV, VMware, or Nutanix AHV versions that NetBackup supports for VM backup and restore. If the version has changed, you might see this failure if the response body of some APIs has changed. Refer to the logs for more information and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4733

Message: Operation failed due to locked status of VM.

Explanation: RHV has locked the VM snapshot that NetBackup created. Even after some wait time, NetBackup is unable to obtain the state of the snapshot.

Recommended Action: Retry the backup operation. Make sure that the VM snapshot creation operation happens properly on the RHV server. Try creating a VM snapshot manually from the RHV management console. If the snapshot creation operation is unresponsive, contact RHV support. If the snapshot is created properly, retry the backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4734

Message: Failed to update catalog metadata of VM.

Explanation: Unable to update the catalog metadata of the VM.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4735

Message: Failed to read storage details of VM.

Explanation: Failed to get the storage domain details from the RHV server using an RHV API.

Recommended Action: Retry the backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4736

Message: Failed to set power state of VM.

Explanation: Unable to set the power state of the VM.

Recommended Action: Try to turn on the VM manually. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4737

Message: Cannot create VM, VM already exists.

Explanation: Unable to create the VM because a VM by the same name already exists.

Recommended Action: Use a different VM name, delete the existing VM, or create the VM on an alternate hypervisor. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4739

Message: No disks are attached to the specified VM.

Explanation: You attempted to protect a VM that has not disks attached.

Recommended Action: When you protect a VM, ensure that the VM has at least one disk attached.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4740

Message: Failed to parse catalog entry.

Explanation: Unable to parse the catalog entry.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4741

Message: Access forbidden.

Explanation: Access to the RHV, VMware, or Nutanix AHV API is forbidden. The virtualization server cannot authorize the REST API calls made from NetBackup.

Recommended Action: Make sure that the credentials of the virtualization server do not change during the backup or restore. If the credentials have changed, modify (or delete and again add) the virtualization server credentials in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4743

Message: Invalid HTTP method.

Explanation: The HTTP method that is used in the HTTP request is invalid.

Recommended Action: Refer to the `vxms` logs for more information. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4744

Message: Failed to make HTTP request.

Explanation: Unable to make the HTTP request.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4745

Message: Failed to get the signed ticket to download the disk from the RHV server. The disk might be in locked state.

Explanation: Unable to get the signed ticket to download the disk from the RHV server. The disk might be in locked state.

Recommended Action: Ensure that the disk of the VM being backed up is not in locked state. If it is locked, refer to the RHV documentation to unlock it and then retry the backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4746

Message: Encountered unaligned page table entry in the Qcow2 disk. Repair the disk and retry the operation.

Explanation: The Qcow2 disk is corrupted.

Recommended Action: An unexpected alignment of page table entry in Qcow2 disk is observed. Ensure that the VM is up and running with the disk attached, and all the VM disks are properly accessible from the VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4747

Message: Storage domain type is undefined. Disk creation failed

Explanation: The destination storage domain type is not supported for restores.

Recommended Action: Check the list storage domain types that NetBackup supports for restoring the RHV VMs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4748

Message: Unable to retrieve the VM.

Explanation: Unable to obtain the VM details or the list of VMs from the virtualization server.

Recommended Action: Ensure that the virtualization server credentials are correct, and the virtualization server is accessible from the backup host. Refer to the `bpVMutil` logs for more information and contact Cohesity Technical Support if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4749

Message: No server credentials configured.

Explanation: The virtualization server credentials are not configured.

Recommended Action: Add the virtualization server credentials to NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4750

Message: Unable to obtain server credentials.

Explanation: Unable to obtain the virtualization server credentials.

Recommended Action: Ensure that the virtualization server credentials are added in the **Virtual Machine Servers** dialog box from the NetBackup Administration Console.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4751

Message: Failed to delete the snapshot of the specified VM.

Explanation: Failed to delete the snapshot of the specified VM.

Recommended Action: On the virtualization server, manually delete the VM snapshot that NetBackup created. Ensure that no backup job is running for backing up the VM.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4755

Message: Unable to obtain server version.

Explanation: NetBackup did not retrieve the version information of the specified host.

Recommended Action: Ensure that the provided host details (host name, IP, and port number) are correct. Also ensure that the host is active and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4769

Message: Unable to retrieve the list of containers.

Explanation: Unable to retrieve the list of containers from the virtualization server.

Recommended Action: Ensure that you have entered the correct credentials of the virtualization server and that the server is available and accessible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4770

Message: Enter a valid primary VM identifier, NetBackup uses this VM identifier to select and backup virtual machines.

Explanation: A primary VM identifier is required to select and backup virtual machines.

Recommended Action: Before you begin a backup operation, enter the primary VM identifier to select and back up the VMs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4771

Message: Failed to start `IOTAPPING` for the virtual machine on the VM server.

Explanation: When `IOTAPPING` was started for a VM an unknown error occurred.

Recommended Action: Review the `bpVMutil` logs on the CDP gateway and the CIM service logs on the ESX host for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4772

Message: Invalid request was received to start `IOTAPPING` for the virtual machine on the VM server.

Explanation: When the input JSON for VM subscription was parsed, an unknown error occurred.

Recommended Action: Verify that the input JSON received by `bpVMutil` is correct. Review the `bpVMutil` logs on the CDP gateway for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4773

Message: Failed to retrieve the virtual machine host information.

Explanation: Cannot retrieve the ESX host information from vCenter.

Recommended Action: Verify that there are no issues with the vCenter and the ESX host. Review the `bpVMutil` logs on the CDP gateway for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4774

Message: Failed to interact or operate with the VM server services.

Explanation: Cannot interact with the CIM service running on ESX.

Recommended Action: Verify that there are no issues with the `CIM` service running on the ESX. Review the `bpVMutil` logs on the CDP gateway for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4775

Message: Invalid request was received to stop `IOTAPPING` for the virtual machine on the VM server.

Explanation: An unexpected error occurs when the input JSON is parsed when a VM is unsubscribed.

Recommended Action: Verify that the input JSON received by `bpVMutil` is correct. Review `bpVMutil` logs on the CDP gateway for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4776

Message: Failed to stop `IOTAPPING` for the virtual machine on the VM server.

Explanation: When `IOTAPPING` was stopped for the VM, an unknown error occurred.

Recommended Action: Review the `bpVMutil` logs on the CDP gateway and the CIM service logs on the ESX host for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4777

Message: Storage policy is not detached from one or more virtual disks of virtual machine.

Explanation: The protection plan subscription removal fails if the storage policy is attached to one or more disks of the VM.

Recommended Action: Detach the storage policy for all the disks of the VM and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4778

Message: Power state of specified virtual machine to be registered for IO tapping is not on.

Explanation: The protection plan subscription fails if the VM is turned off.

Recommended Action: Turn on the VM to be protected and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4779

Message: Unsupported ESXi version.

Explanation: The ESXi version is below version 6.7. The CDP feature does not support the version used.

Recommended Action: Use ESXi version 6.7 or higher with CDP feature.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4780

Message: Failed to retrieve or parse the version of Cohesity IO filter.

Explanation: When one or more VMs are subscribed to a CDP protection plan, the CIM server service on the ESXi server is non-responsive.

Recommended Action: Restart the CIM server service on the ESXi server and retry the VM subscription to the CDP protection plan. You can find the CIM server service of the ESXi server in**Configure > Services** section of the ESXi.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4781

Message: Unsupported Veritas IO filter version.

Explanation: The VAIO VIB version is not supported.

Recommended Action: Install or upgrade VAIO VIB to a version of 4.0 or higher.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4782

Message: Storage policy is not attached to one or more virtual disks of virtual machine to be registered for `IOTAPPING`.

Explanation: The protection plan subscription fails if storage policy is not attached to one or more disks of the VM.

Recommended Action: Attach the storage policy to all the disks of the VM and retry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4783

Message: The operation was canceled because another operation is in progress for the Cohesity IO filter.

Explanation: This issue occurs during a bulk subscription or unsubscription operation. Post request to VAIO CIM service is serialized and if VAIO request is not completed within 300 seconds this error occurs.

Recommended Action: Subscribe or unsubscribe the VMs in batches of five or less.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4784

Message: Virtual machine is already registered for IO tapping to some gateway.

Explanation: The VM is already registered for IO tapping to some other gateway.

Recommended Action: Another CDP gateway protects this VM. You may need to unsubscribe the VM from the older gateway and subscribe to a new CDP gateway.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4785

Message: iSCSI initiator on the backup or the recovery host is either not running or unable to connect and or authenticate.

Explanation: The iSCSI initiator service on the backup is not installed, running, enabled, or had issues during connection and or authentication.

Recommended Action: Ensure that the iSCSI initiator service is installed and running and or enabled on the backup or the recovery host. For more information about the iSCSI initiator service installation and enablement on Windows or UNIX platforms, refer to the NetBackup Web UI AHV Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4786

Message: External data service IP for iSCSI is not set on the AHV cluster.

Explanation: To provide access to cluster storage, Volumes uses an iSCSI data services IP address to clients for the target discovery that simplifies external iSCSI configuration on clients. This iSCSI data services IP address acts as an iSCSI target discovery portal and initial connection point.

Recommended Action: As recommended by Nutanix, the data services IP address must be set for the iSCSI data transfer. To configure: Logon to Nutanix AHV cluster Prism console **> Settings > Cluster Details > Set iSCSI Data Services IP**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4787

Message: Unable to retrieve the list of Nutanix AHV hosts.

Explanation: Unable to retrieve the list of Nutanix AHV hosts from the virtualization server.

Recommended Action: Ensure that the provided credentials of the virtualization server are correct and that the server is available and accessible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4788

Message: Unable to verify data integrity.

Explanation: Could not verify integrity of data to back up, within 600 seconds.

Recommended Action: Increase the `CDP_DATA_CHECKSUM_VERIFICATION_TIMEOUT` value in the `bp.conf` file on the CDP host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4789

Message: Invalid Hypervisor type.

Explanation: The media server that is associated with the STU is before NetBackup 9.1. So, the snapshot job is unable to find the hypervisor type.

Recommended Action: The media server that is associated with the STU must have NetBackup version 9.1 or higher.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4790

Message: The trial backup operation is not supported for the NetBackup version of the remote host.

Explanation: A trial backup is performed for a media server with a NetBackup version older than 10.0.

Recommended Action: To run the trial backup, verify that the media server's latest version is 10.0 or newer. If the media server's version is older than 10.0, you must upgrade that media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4793

Message: Network interface restore is supported only for original restore location. Select the remove network interface and try again.

Explanation: Network interface cannot be restored for an alternate restore scenario.

Recommended Action: The **Network interface restore** option is not supported for an alternate restore scenario. Select the **Remove network interface** option and initiate restore again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4794

Message: Unable to retrieve the cluster details.

Explanation: During discovery, the cluster details cannot be retrieved from web service.

Recommended Action: Ensure that the backup host can communicate with the NetBackup primary server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4795

Message: Unable to find the Prism Central for the AHV cluster.

Explanation: Could not find the Prism Central that is configured for the AHV cluster.

Recommended Action: Ensure that the correct Prism Central is configured for the AHV cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 4900

Message: The NetBackup UI Compatibility Service is not running.

Explanation: The NetBackup UI Compatibility Service is not running.

Recommended Action: Contact your NetBackup administrator for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5100

Message: Unable to create the robot inventory file.

Explanation:

The following scenarios may cause this issue:

- Failed to set permissions on the file.
- Failed to write contents to the file.

Recommended Action: Perform the following as appropriate:

- If the file is not created, confirm that you have enough space available on the system.
- If NetBackup failed to correctly set permissions on the file, it could be due to incorrect file permissions. Ensure that you have the necessary permission to access the folder or the file. Select the file or folder, right-click, and select

Properties. Then, select the **Security** tab and confirm that your user account has the necessary permissions.

- If NetBackup failed to write the contents to the file enable the write privileges on the file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code 5101

Message: The robot inventory response does not contain headers.

Explanation: The API is for Robot Inventory operations. Four main operations can generate this error: List Robot Contents, Compare Robot Contents, Preview Volume configuration update, Update volume configuration.

The web service layer generates this error if the NBSL layer response does not contain the expected header lines.

Recommended Action: If you encounter this error, perform the following as appropriate:

- Retry the operation in case the problem is the result of an intermittent issue.
- Collect the `nbsl` log as well as `webservice` logs and look for any obvious exceptions or errors.
- If the issue persists, collect and provide the logs listed, as well as the NetBackup configuration and the failure scenario to Cohesity Technical Support.

here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5400

Message: Backup error - None of the request objects were found in the database

Explanation: The backup selection list did not contain any objects that were found in the database. An object can either be a data file or a tablespace.

Recommended Action: Check the backup selection list. Add the objects that are part of the database or remove the database instance from the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5401

Message: Backup error - FRA (Fast Recovery Area) was requested, but it was not found in the database

Explanation: The backup request was for the FRA, but the FRA was not found in the database.

Recommended Action: Add an FRA area to the database or remove the database instance from the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5402

Message: OS Authentication error - Could not connect to the database. Please check the OS credentials

Explanation: A connection to the database cannot be established using the operating system credentials provided.

When using external credentials, you can see this error:

- When service of ECMS server is down or these is some connectivity issue with the ECMS server.
- When password is changed but not updated in CyberArk as it takes time to sync the password.
  Refer to: Credential Provider (CP) configuration files

Recommended Action: Confirm that the credentials are properly set. On Windows, you may need to replace a process level token. First, select **Start>Control Panel>Administrative Tools>Local Security Policy**. Then, expand **Local Policies** in the left pane, click **User Rights Assignment**, and double-click **Replace a process level token** in the right pane. Add the user you want to run the client policies as. Restart the server for this right to take effect.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5403

Message: Oracle Authentication error - Could not connect to the database. Please check the Oracle credentials

Explanation: A connection to the database cannot be established using the Oracle database credentials that are provided.

Recommended Action: Confirm that the credentials are properly set.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5404

Message: ASM validation error - PROXY backup is not supported for ASM

Explanation: The backup request was for a PROXY type of backup. Automatic Storage Management (ASM) was found. Proxy backups are not supported with ASM.

Recommended Action: Move the database to non-ASM storage or remove the database instance from the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5405

Message: Recovery Catalog Authentication error - Could not connect to the Recovery Catalog. Please check the Recovery Catalog credentials.

Explanation: A connection to the Recovery Catalog database cannot be established using the Recovery Catalog credentials provided.

Recommended Action: Confirm that the Recovery Catalog credentials are properly set.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5406

Message: Archive log only backup requested, but database is not in ARCHIVELOG Mode

Explanation: The requested operation requires that the database archive log mode to be set to ARCHIVELOG mode or MANUAL mode.

Recommended Action: Confirm that the database archive log mode is properly set to either ARCHIVELOG or MANUAL.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5407

Message: Database is in the wrong state (must be OPEN) for the requested action.

Explanation: The following can cause this issue:

- The requested operation requires that the database is in an OPEN mode.
- A PDB clone fails if the target container database is not open in read-write mode.

Recommended Action: Perform the following as appropriate:

- Confirm that the database mode is set to OPEN. Possible Oracle commands startup, startup opens read only, or startup open.
- Open the target container database in read-write mode before initiating a PDB clone.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5408

Message: OS Authentication error - Could not find credentials. If this instance is part of an instance group, make sure that the group has the credentials that match this OS Type

Explanation: The credentials that are needed to connect to the instance cannot be found.

Recommended Action: If the instance is on a UNIX client, make sure that its instance group contains UNIX credentials. If the instance is on a Windows client, make sure that its instance group contains Windows credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5409

Message: Cloning is NOT supported for this client platform

Explanation: The platform that runs on this client does not support the Guided Recovery cloning operation.

Recommended Action: Refer to the NetBackup Release Notes or the NetBackup Master Compatibility List for the supported platforms for the cloning feature at the following URL:

http://www.netbackup.com/compatibility

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5410

Message: Oracle Intelligent Policy is NOT supported for this client platform

Explanation: The platform that runs on this client does not support the Oracle Intelligent Policy feature.

Recommended Action: Refer to the NetBackup Release Notes or the NetBackup Master Compatibility List for the supported platforms for this feature at the following URL:

http://www.netbackup.com/compatibility

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5411

Message: Cannot do a hot backup of a database in NOARCHIVELOG mode

Explanation: The requested operation requires the database archive log mode to be set to ARCHIVELOG mode.

Recommended Action: Confirm that the database archive log mode is properly set to ARCHIVELOG or change to an offline (cold) database backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5412

Message: Database is in the wrong state (must be OPEN or MOUNTED) for an Archive Log Backup

Explanation: An Oracle policy requests an archive log backup, but the database is not in an OPEN or MOUNTED state.

Recommended Action: Put the database in an OPEN or MOUNTED state and retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5413

Message: Database is in the wrong state (must be OPEN or MOUNTED) for an FRA backup

Explanation: An Oracle policy requests a Fast Recovery Area (FRA) backup, but the database is not in an OPEN or MOUNTED state.

Recommended Action: Put the database in an OPEN or MOUNTED state and retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5414

Message: The requested operation is not supported with this client version

Explanation: The requested operation is not supported by this version of the NetBackup Client service.

Recommended Action: Upgrade the NetBackup Client service to enable this operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5415

Message: Cannot shut down read-only standby database

Explanation: NetBackup does not perform a cold backup on a standby database that is in read-only mode.

Recommended Action: Do not select the cold database backup option on the **Oracle** tab of the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5416

Message: Oracle cannot resolve the TNS connection identifier

Explanation: Oracle cannot resolve the TNS connection ID, so NetBackup doesn't know which database to connect to.

Recommended Action: Verify the following:

- The correct TNS identifier.
- The correctly configured **tnsnames.ora** file.
- The correct path for the TNS_ADMIN environment variable.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5417

Message: An error has occurred checking if the NFS server is an appliance.

Explanation: NetBackup cannot verify that the database backup share is on an appliance.

Recommended Action: Verify that the database backup share is exported from a NetBackup appliance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5418

Message: The NFS server is not an appliance.

Explanation: The database backup share is not located on an appliance.

Recommended Action: Verify that the database backup share is exported from a NetBackup appliance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5419

Message: The database backup share directory is not available on the appliance.

Explanation: NetBackup cannot access the database backup share directory on the appliance.

Recommended Action: Verify that the database backup share directory exists on the NetBackup appliance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5420

Message: Whole Database - Datafile Copy Share selection is not supported for this client platform.

Explanation: Snapshot Client is not supported on this platform so we cannot support it for the Whole Database - Datafile Copy Share selection.

Recommended Action: Back up the database using a different method.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5421

Message: None of the requested pluggable databases were found.

Explanation: The backup request for the database was for a specific list of pluggable databases. This list of pluggable databases was verified in the database and none of the requested pluggable databases were found in the database.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information. Confirm the list of the pluggable databases that are specified in the Oracle Intelligent Policy are correct and in the requested database. Update the list of pluggable databases in policy. If the pluggable databases were specified using the command line, please confirm their spelling. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5422

Message: Partial success - one or more of the requested pluggable databases were not found.

Explanation: The backup request for the database was for a specific list of pluggable databases. This list of pluggable databases was verified in the database and one or more of the requested pluggable databases were not found in the database. The databases found were backed up.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information. Confirm the list of pluggable databases that are specified in the Oracle Intelligent Policy are correct and in the requested database. Update the list of pluggable databases in policy. If the pluggable databases were specified using the command line, please confirm their spelling. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5423

Message: None of the requested tablespaces were found in the requested pluggable databases.

Explanation: The backup request for the database was for specific lists of pluggable databases and tablespaces. These lists were verified in the database and none of the requested tablespaces were found in any of the requested pluggable databases.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information. Confirm the list of tablespaces that are specified in the Oracle Intelligent Policy are correct and in the requested pluggable databases. Update the lists, where applicable, in policy. If the pluggable databases or tablespaces were specified using the command line, please confirm their spelling. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5424

Message: Partial success - one or more of the requested pluggable databases did not contain any of the requested tablespaces.

Explanation: The backup request for the database was for specific lists of pluggable databases and tablespaces. These lists were verified in the database and one or more of the requested pluggable databases did not contain any of the requested tablespaces. The tablespaces that were found in the pluggable databases were backed up.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information. Confirm the list of tablespaces that are specified in the Oracle Intelligent Policy are correct and in the requested pluggable databases. Update the lists, where applicable, in policy. If the pluggable databases or tablespaces were specified using the command line, please confirm their spelling. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5425

Message: None of the requested data files were found in the requested pluggable databases.

Explanation: The backup request for the database was for specific lists of pluggable databases and data files. These lists were verified in the database and none of the requested data files were found in any of the requested pluggable databases.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information. Confirm the list of data files that are specified in the Oracle Intelligent Policy are correct and in the requested pluggable databases. Update the lists, where applicable, in policy. If the pluggable databases or data files were specified using the command line, please confirm their spelling. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5426

Message: Partial success - one or more of the requested pluggable databases did not contain any of the requested data files.

Explanation: The backup request for the database was for specific lists of pluggable databases and data files. These lists were verified in the database and one or more of the requested pluggable databases did not contain any of the requested data files. The data files that were found in the pluggable databases were backed up.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information. Confirm the list of data files that are specified in the Oracle Intelligent Policy are correct and in the requested pluggable databases. Update the lists, where applicable, in policy. If the pluggable databases or data files were specified using the command line, please confirm their spelling. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5427

Message: Partial success - more than one error was encountered, please refer to the **Detailed Status** tab in the **Job Details** and review logs for more information.

Explanation: Multiple errors were encountered while the request was processed. Some items were successfully processed. The database objects (pluggable database, tablespace, and data files) that were successful are contained in the backup.

Recommended Action: Check the detailed status of the associated jobs in the activity monitor for more information on the errors. Depending on the errors, make the appropriate changes to the policy. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5428

Message: No database backup shares were found.

Explanation: No database backup shares were found during backup.

Recommended Action: Configure the appliance database backup share and then backup the files to the share using the database vendor's tools. NetBackup does not retry this job after failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5429

Message: No new files or files that are related to the instance or database were found in the database backup share.

Explanation: No new files or files that are related to the instance or databases (configured in the OIP) found in the database backup share.

Recommended Action: Make sure that a backup is on the database backup share before the policy is executed. If the policy contained an incremental schedule, then verify that the database backup share contained new files. NetBackup does not retry this job after failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5430

Message: Database must be in `ARCHIVELOG` mode to perform a cold backup of a pluggable database.

Explanation: A cold backup of a pluggable database was requested. This configuration is not an Oracle supported environment. The database must be in `ARCHIVELOG` mode to perform a cold backup of a pluggable database.

Recommended Action: Change the database to `ARCHIVELOG` mode or change the backup request from a cold backup to a hot backup. Retry the backup once the updates are complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5431

Message: The requested operation did not get a response from the NetBackup appliance.

Explanation: The requested operation did not get a response from the NetBackup appliance within the configured timeout.

Recommended Action: The default timeout is set to 60 seconds. Configure a new timeout on the NetBackup master server. After the timeout is configured on the master server, confirm the NetBackup appliance is active and retry the operation.

- On Windows: Add a registry `DWORD` entry that is called `APPLIANCE_TIMEOUT` with a value in seconds at `HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup\CurrentVersion\Config`
- On UNIX: Change the `APPLIANCE_TIMEOUT` setting in the `bp.conf` file

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5432

Message: The requested NetBackup appliance operation is unsuccessful.

Explanation: NetBackup sent a request to the NetBackup appliance and the requested operation did not complete successfully.

Recommended Action: Review the NetBackup appliance error message log, the *NetBackup Appliance Troubleshooting Guide*, or contact the NetBackup appliance administrator for help.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5433

Message: The NetBackup request did not complete due to a NetBackup appliance communication issue.

Explanation: NetBackup cannot communicate with the NetBackup appliance. This issue can be due to network issues or the NetBackup appliance is not online.

Recommended Action: Review the NetBackup appliance error message log, the *NetBackup Appliance Troubleshooting Guide*, or contact the NetBackup appliance administrator for help.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5434

Message: Cannot validate the identity of the NetBackup appliance.

Explanation: NetBackup cannot validate the identity of the NetBackup appliance.

Recommended Action: Review the NetBackup appliance error message log, the *NetBackup Appliance Troubleshooting Guide*, or contact the NetBackup appliance administrator for help.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5435

Message: Recovery point operations (`-create`, `-delete`, or `-list`) must be initiated from a master server.

Explanation: A NetBackup client does not have permission to use this `nborair -create`, `-delete`, or `-list` command options. These options are run from the master server using root user (UNIX) or administrator (Windows) access.

Recommended Action: Contact the NetBackup administrator to run the `nborair -create`, `-delete`, or `-list` command options from the master server. The NetBackup administrator must have root user (UNIX) or administrator (Windows) access on the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5436

Message: No recovery point was found.

Explanation: No recovery points were found on the selected NetBackup appliance.

Recommended Action: Confirm there is a recovery point created. If there is no recovery point, create a recovery point and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5437

Message: Partial success - recovery points from one or more database shares were not found.

Explanation: NetBackup was unsuccessful in finding recovery points for one or more database shares.

Recommended Action: Review the NetBackup debug logs (`bprd`, `nboarir`) for more details about the error. Also, review the NetBackup appliance debug logs for further details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5438

Message: The requested export path information is not found.

Explanation: NetBackup was unsuccessful finding information about the requested export path.

Recommended Action: List all recovery points and see if the requested export path `/recovery` point is available. Review the NetBackup debug logs (`bprd`, `nboarir`) for more details about the error. Also, review the NetBackup appliance debug logs for further details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5439

Message: Validation unsuccessful. The recovery point was not created from the specified backup ID.

Explanation: The recovery point mounted at the specified path was not created from the specified backup ID.

Recommended Action: Confirm that you requested the correct mount path. Also, confirm that you have requested the correct backup ID in the create recovery point process. Check with the NetBackup administrator for the correct backup ID in the create recovery point process and system administrator for the correct export mount path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5440

Message: Required environment variable is not set.

Explanation: For the validate operation on Windows, the environment variable `ORACLE_HOME` is required to be set.

Recommended Action: You need to set the required environment variable `ORACLE_HOME` with the appropriate value and perform the validate operation again. Review the NetBackup debug logs (`nborair`) for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5441

Message: Attempt to open Oracle direct NFS file was unsuccessful.

Explanation: NetBackup attempted to open Oracle direct NFS file and was unsuccessful.

Recommended Action: When NetBackup performs the validate operation on Windows, we get the mount path that is associated with the set export path from Oracle direct NFS file. Confirm that the correct value is set in the environment variable `ORACLE_HOME`. Review the NetBackup debug logs (`nborair`) for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5442

Message: Attempt to retrieve the device information from the NFS mount path was unsuccessful.

Explanation: The attempt to retrieve the NFS server and export path details was unsuccessful.

Recommended Action: Confirm that the provided mount path is correct and that the path is rightly mounted (UNIX) or Oracle direct NFS file (Windows) has the correct entries. Review the NetBackup debug logs (`nborair`) for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5443

Message: Backup ID cannot be used for Oracle instant recovery.

Explanation: The specified backup ID does not contain a snapshot that can be used for instant recovery.

Recommended Action: Use the `nborair` command with `-list_images` option to view which images should be used for instant recovery and specify a different backup ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5444

Message: The NetBackup appliance credentials retrieval was unsuccessful.

Explanation: NetBackup cannot find the credentials of the NetBackup appliance.

Recommended Action: Review the NetBackup appliance error message log, the *NetBackup Appliance Troubleshooting Guide*, or contact the NetBackup appliance administrator for help.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5445

Message: Oracle instant recovery share cannot be used for backup operations.

Explanation: Copilot instant recovery shares cannot not be used for backup operations.

Recommended Action: A Copilot instant recovery share cannot be used in a backup policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5446

Message: Partial success - backup of one or more of the requested shares unsuccessful.

Explanation: NetBackup was unsuccessful in backing up one or more shares due to failure or an unsupported configuration.

Recommended Action: Review the detailed status of the backup job and the `bpdbsbora` debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5447

Message: Could not resolve appliance host name from IP address.

Explanation: The appliance is configured in NetBackup with its IP address.

Recommended Action: Update the NetBackup server list or media server list to use the appliance host name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5448

Message: Could not match the appliance to a server in the client's server list.

Explanation: The appliance IP address did not match any entries in the client's server list.

Recommended Action: Add the appliance host name to the client's server list.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5449

Message: The script is not approved for execution.

Explanation: The script that is listed in the policy was not in the default location or any authorized location.

Recommended Action: Move the script to the default location or add the path as an authorized location using the `nbsetconfig` or `bpsetconfig` command. The default location for UNIX is: `/usr/openv/netbackup/ext/db_ext`. The default location for Windows is: *`install_path`*`\netbackup\dbext`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5450

Message: No scripts or paths are approved for execution on this client.

Explanation: `DB_SCRIPT_PATH=none` was set on this client to prevent scripts from executing.

Recommended Action: Consult the client administrator for information as to why `none` was set on this client.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5451

Message: The script is stored in a remote location.

Explanation: The script exists in a remote network location and cannot be executed.

Recommended Action: Move the script to a local authorized location for execution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5452

Message: The script cannot be accessed for execution.

Explanation: The script either does not exist or is not accessible by the NetBackup client service.

Recommended Action: Confirm that the script and its location are on the local system and NetBackup can access the script. For Windows clients, be sure to verify that the user running the NetBackup client service has `read` and `execute` permissions for the script.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5453

Message: The discovered Database ID or Database Unique Name did not match the ID or Name that was expected or provided.

Explanation: During the generation of the RMAN script, NetBackup performs a run-time check of the database. NetBackup attempted to back up a database that is not the actual RAC database that NetBackup is connected to.

Recommended Action: Confirm that the registered RAC database has all the correct information. Review the scan name, service name, port, DBID, unique name, and anything else that was provided. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5454

Message: The client is not part of the specified RAC cluster.

Explanation: The current client must be part of the RAC cluster to run this command.

Recommended Action: Run the command from a client that is part of the RAC cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5455

Message: The Oracle backup did not start.

Explanation: NetBackup failed in a non-standard way to start the Oracle backup.

Recommended Action: Check that your database and the file system are in a normal state. Confirm that there are no memory constraints, locked files, rogue processes, or any other issues that can prevent a backup. Review error logs if possible. Once the system is verified functional, retry the Oracle backup. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5456

Message: No Oracle RAC instance connections.

Explanation: NetBackup has tried to connect to every Oracle RAC instance in the backup and has had no successful connections.

Recommended Action: Retry the backup after you verify the following:

- Verify that one or more Oracle RAC instances are up and running and can be connected to.
- Verify the credentials that are used to connect to the Oracle RAC instance are correct in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5457

Message: Database must not contain any data files that are in backup mode.

Explanation: Moving data files in and out of backup mode is not necessary with OIP RMAN-based NetBackup protection. Leaving a file in backup mode produces the following warning during the RMAN backup but does not fail the operation:

```
RMAN-06554: WARNING: file string is in backup mode
Cause: A file which is being backed up or copied is in backup mode.
RMAN will back up the file anyway, but files do not need to be put
into backup mode before backing them up with RMAN.

Action: Use the ALTER TABLESPACE ... END BACKUP statement, at the
target database server, to take the files out of backup mode.

Oracle Support Document 2016401.1
(RMAN-06554: WARNING: file x is in backup mode)
```

By leaving a data file in backup mode, transactions for that data file are offloaded into archive logs if `ARCHIVELOG` mode is enabled. These archive logs can possibly grow to an unreasonable size and cause system instability. If no archive log backups are ever taken, data loss is possible if a restore is expected at a specific point in time.

Recommended Action: NetBackup fails any jobs where Oracle data files are detected to be in backup mode. Take the affected data file out of backup mode and re-run the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5458

Message: The collection and backup of metadata was unsuccessful.

Explanation: The attempt to gather and back up the Oracle metadata and accurate license information, at the conclusion of the backup processing, has failed.

Recommended Action: Examine the `bpdbsbora` and `dbclient` logs on the client (Oracle server) to determine the cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5459

Message: Oracle and DB2 templates are not supported.

Explanation: NetBackup does not support policies with Oracle or DB2 templates. The use of templates is deprecated as of NetBackup 10.0.

Recommended Action: You must convert the template into an Oracle Intelligent Policy (OIP), scripts for Oracle, or scripts for DB2 in the following ways:

Oracle templates:

- Oracle backups:
  - Convert the policy and template into an Oracle Intelligent Policy (OIP) using the NetBackup Administration Console or the NetBackup web UI. This option is the one that is recommended.
  - Convert the template into an RMAN backup script. Replace the template in the policy with this new backup script.
- Oracle restores:
  - Convert the template into an RMAN restore script.

DB2 templates:

- DB2 backup
  - Convert the backup template into a DB2 backup script. Replace the template in the policy with this new backup script.
- DB2 restores:
  - Convert the template into a DB2 restore script.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5461

Message: No data file copies were found on the NFS share.

Explanation: During an Oracle Copilot **Whole Database - Datafile Copy Share** backup, NetBackup did not find any data file copies on the NFS share.

Recommended Action: An RMAN crosscheck must be performed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5462

Message: The Oracle clone operation was unsuccessful.

Explanation: The requested Oracle clone operation has failed at some point during the operation.

Recommended Action: Review the job details to see what failed. You can also review the `bphdb`, `bpdbsbora`, and `dbclient` logs on the client (Oracle server) and `NBARS` (NetBackup primary server) for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5464

Message: Data corruption was detected in the database during backup.

Explanation: During the Oracle or the Microsoft SQL Server database backup, NetBackup detected corruption within the databases. As a result, the backup operation failed.

Recommended Action: Perform the following as appropriate:

- Review the database for corruption.

If corruption is confirmed, restore the database from the most recent backup you know is good.

- Validate the backup integrity before you restore the databases.
- Investigate the root cause of the corruption and implement preventive measures like regular backups and integrity checks.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5500

Message: Target destination was not provided to recover the object.

Explanation: Target destination was not provided in recovery API.

Recommended Action: Add `cloudObjectStoreRecoveryDestination` in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5501

Message: Bucket name must be specified.

Explanation: The bucket name was not provided in the recovery API.

Recommended Action: Add the target bucket name in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5502

Message: Provider name must be specified.

Explanation: The provider name was not provided in recovery API.

Recommended Action: Add the provider name in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5503

Message: Cloud object store account must be specified.

Explanation: The cloud object store account was not provided in the recovery API.

Recommended Action: Add the cloud object store account name in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5504

Message: `Object/Blobs` type must be specified.

Explanation: `Object/Blobs` type was not provided in the recovery API.

Recommended Action: Add valid `Object/Blobs` type in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5505

Message: Recovery type must be specified as part of recovery request.

Explanation: The recovery type was not provided in the recovery API.

Recommended Action: Add a valid recovery type in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5506

Message: Recovery `Object/Blobs` must be specified.

Explanation: `Object/Blobs` were not provided in the recovery API. It is required if `includeAll` is false.

Recommended Action: Add recovery `Object/Blobs` if `includeAll` is false. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5507

Message: Recovery `Object/Blobs` source not provided.

Explanation: The recovery `Object/Blobs` source was not provided in the recovery API.

Recommended Action: Add the `Object/Blobs` source in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5508

Message: No destination details provided as part of recovery request.

Explanation: Recovery destination details were not provided in the recovery API.

Recommended Action: Add the recovery destination details in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5509

Message: Specified recovery type is not valid.

Explanation: The provided recovery type is not valid in the recovery API.

Recommended Action: Add a valid recovery type in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and

under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5510

Message: Specified provider is not valid.

Explanation: The specified provider is not valid in the recovery API.

Recommended Action: Add a valid provider name in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5511

Message: The specified `Object/Blobs` value is invalid.

Explanation: The provided `Object/Blobs` value is not valid in the recovery API.

Recommended Action: Add a valid `Object/Blobs` value in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5512

Message: Cannot retrieve any objects with the specified prefix.

Explanation: Unable to find any matching object with the provided prefix in the recovery API.

Recommended Action: Add a valid prefix in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5513

Message: Invalid destination bucket name provided.

Explanation: The provided destination bucket is not valid in the recovery API.

Recommended Action: Add a valid bucket in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5514

Message: Specified destination `object/Prefix` name is not valid.

Explanation: The provided destination `object/Prefix` name is not valid in the recovery API.

Recommended Action: Add a valid `object/Prefix` name in the recovery API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Recovery API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5517

Message: Either the NetBackup version or the operating system of the recovery host does not meet the minimum requirements.

Explanation: This error occurs when the NetBackup version and the operating system on the media server do not meet the minimum requirements. The credential validation, backup, and recovery of Cloud object store protection features are only supported on the media server and operating system combinations shown:

- NetBackup 10.1 or later with a RHEL media server.
- NetBackup 11.0.0.1 or later with a SUSE media server.

Recommended Action: Perform the following as appropriate:

- Review the operating system and version of the NetBackup media server.
  - If the media server is RHEL, you must use NetBackup version 10.1 or later.
  - If the media server is SUSE, you must use NetBackup version is 11.0.0.1 or later.

- If the configuration does not meet these requirements, either upgrade the NetBackup media server or migrate the media server to a supported operating system.
- After you make the required changes, reconfigure the Cloud object store credentials and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5532

Message: Cannot retrieve storage unit information.

Explanation: NetBackup cannot retrieve information about the storage unit.

Recommended Action: Perform the following as appropriate:

- Ensure that the storage unit is up and running.
- Restart the media server on which the storage unit is configured.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5533

Message: The storage unit **ANY** is not supported for Cloud object store dynamic multistreaming.

Explanation: Dynamic multistreaming policies do not support the option **ANY** for **Policy storage** options.

Recommended Action: Select a specific **Policy storage** option. Do not select the option **ANY**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5534

Message: Cannot complete the backup because of an invalid input.

Explanation: An invalid API request or response caused the backup to fail.

Recommended Action: Review the **Activity monitor** for the reason for failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5535

Message: Failed to stop backup operation.

Explanation: NetBackup cannot perform the post backup cleanup operations. Details about the reason for this error are found in the **Activity monitor**.

Recommended Action: Review the Activity monitor for the cause of the failure. Confirm that the backup image was created and is recoverable. NetBackup automatically cleans the stale data. If the backup image was created and is recoverable, no further action is required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5536

Message: Failed to open the SQLite database.

Explanation: Cannot open the temporary database due to connectivity issues or insufficient permissions.

Recommended Action: Confirm that the temporary database is accessible and that the NetBackup user has the necessary permissions. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5537

Message: Incorrect read or write permissions are specified for the download staging path.

Explanation: Incorrect read or write permissions for the temporary staging path caused the backup operation to fail. The NetBackup user must have read, write, and run permissions to the specified path.

Recommended Action: Confirm that the NetBackup user has the correct permissions to read and write the retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5538

Message: Incorrect ownership is specified for the download staging path.

Explanation: Incorrect directory ownership at the temporary staging location caused the backup to fail. If you installed NetBackup using the service user or a root user, the same user must have ownership of the staging area folder.

Recommended Action: Provide the correct ownership to the NetBackup user for the temporary staging area. The NetBackup user must have read, write, and run permissions to the specified folder. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5540

Message: Backup performance is slowed as the staging space nears capacity.

Explanation: The staging location that is specified for the backup almost full. As the location approaches capacity, backup performance is slowed.

Recommended Action: Increase the amount of storage space available at the staging location.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5541

Message: Insufficient space at the specified staging location.

Explanation: Insufficient space at the staging location caused the operation to fail.

Recommended Action: Confirm that the staging location has sufficient space and then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5542

Message: The heartbeat listening service has timed out.

Explanation: NetBackup cannot monitor the backup process because the listening service has timed out.

Recommended Action: Review the **Activity monitor** for the causes of the failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5543

Message: The Cloud object store backup encountered an internal error.

Explanation: The backup encountered an internal error.

Recommended Action: Review the **Activity monitor** for the causes of the failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5544

Message: Backup failed as error occurred while fetching latest log object.

Explanation: This error occurs while retrieving log objects.

Recommended Action: Review the **Activity monitor** for the causes of the failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5545

Message: Backup failed as NetBackup cannot parse records from the log object.

Explanation: This error occurs while parsing log records.

Recommended Action: Review the **Activity monitor** for the causes of the failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5546

Message: Cannot retrieve the bucket logging information from the source bucket.

Explanation: This error occurs when retrieving logging information from the cloud provider.

Recommended Action: Review the configurations for the causes of the failure and take appropriate corrective action. Then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5547

Message: Backup failed due to an invalid marker, or error(s) in reading, writing, or extracting marker data.

Explanation: This may occur while reading, writing, or retrieving markers or marker data.

Recommended Action: Ensure that bucket logging is enabled, confirm that the policy is properly set on the target bucket, and retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5548

Message: An error occurred while fetching cloud object properties.

Explanation: This error occurs while retrieving object properties for a marker.

Recommended Action: Check the configuration, resolve the issue, and retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5549

Message: Cannot validate bucket logging information.

Explanation: This may occur due to any of these reasons:

- Validation failed because the partition prefix is either missing or incorrectly set. Configure bucket logging with the correct date partition prefix.
- Cannot retrieve the target bucket.
- Unsupported `LoggingType` attribute.
- Missing or invalid target prefix.
- Cannot retrieve the `PartitionDateSource` attribute.

Recommended Action: Check the configuration and retry the backup operation. Configurations should be like:

- Each source bucket must have a unique prefix. The prefix cannot be empty.
- The `LoggingType` attribute must be *Journal*.
- Set the `TargetObjectKeyFormat` attribute as *PartitionedPrefix*.
- Set the `PartitionDateSource` attribute as *EventTime*.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5576

Message: The 'Maximum concurrent jobs' option in the storage unit UI should be set to a value that is greater than or equal to the maximum number of streams specified in the policy.

Explanation: The policy configuration for catalog backup is not valid. The maximum number of concurrent jobs specified for a storage unit must be greater than or equal to the maximum number of streams specified in the policy.

Recommended Action: Do the following:

Ensure that the 'Maximum concurrent jobs' option in the storage unit UI is set to a value that is greater than or equal to the maximum number of streams specified in the policy. If the problem persists, do the following:

- Set the 'Maximum concurrent jobs' option to a value greater than or equal to the maximum number of streams.
- Run a backup for the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5577

Message: Cannot parse the specified field or object.

Explanation: This may occur while parsing objects.

Recommended Action: Check the **Activity monitor** for the exact reason for the failure. Resolve the issue, then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5578

Message: Cannot retrieve the image info from NetBackup database for the specified field or object.

Explanation: This error occurs when image data is missing in the NetBackup database.

Recommended Action: Check the **Activity monitor** for the exact reason for missing data. Resolve the issue, then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5579

Message: Falling back to object listing for change detection, not considering object change tracking for this bucket, specified in the policy.

Explanation: This issue may occur due to the following reasons:

- The marker is empty or invalid. This can happen if the previous backup image is missing or if this is the first full backup.
- The stream count has changed since the last backup.
- The bucket logging configuration has changed.
- The `tracklog` from the previous backup is missing.
- A forced rescan is selected in the schedule.

Recommended Action: There is no workaround for this issue. For all these reasons, NetBackup uses object listing for change detection. NetBackup will revert to object change tracking for the subsequent backups.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5580

Message: The specified failover strategy for the storage unit group is incompatible with the Cloud object store policy, with dynamic multistreaming.

Explanation: This occurs when the storage unit group is incompatible with the Cloud object store policy.

Recommended Action: Use a compatible storage unit group with the Cloud object store policy.

To change storage unit selection

1. In the NetBackup UI, on the left click **Storage**, and then click **Storage units**. Click the **Storage unit group** tab.
2. Click **Add** to add a new storage unit, or edit an existing one.
3. Under **Storage unit selection** options, select any of these options as required: **Prioritized**, **Round Robin**, or **Media Server Load Balancing**.

Retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5581

Message: Cannot parse the failed object file.

Explanation: This occurs when parsing an object file fails.

Recommended Action: Check the **Activity monitor** for the exact reason for the failure. Resolve the issue, then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5582

Message: Cannot retrieve image handle.

Explanation: This occurs when NetBackup cannot retrieve the LibVdb handle.

Recommended Action: Check the **Activity monitor** for the exact reason for the failure. Resolve the issue, then retry the backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5583

Message: Empty marker received from the cloud service provider.

Explanation: The cloud service provider returned an empty marker during an object listing or pagination operation. This issue may indicate an unexpected response or an inconsistency in the listing process.

Recommended Action: Perform the following as appropriate:

- Retry the operation to rule out transient issues like, temporary cloud service outage or degradation, cloud provider API throttling or rate limiting, network interruption, or partial response, TLS/SSL renegotiation failure and so on.
- Verify connectivity and compatibility with the cloud provider.
- Review provider-specific logs or API behavior to ensure that markers are handled correctly.
- Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5626

Message: After you upgrade both the source and the target master server, you must update the trust relationship on both of the servers. After you update the trust relationship, you can make configuration changes related to the trusted master servers.

Explanation: The trust relationship implementation for remote master servers has been changed for targeted Auto Image Replication (A.I.R.) on version 8.1 and later. After you upgrade both the source and the target master servers from a pre-8.1 version to a version that is 8.1 or later, you must update the trust relationship between both of the master servers. If you do not update the trust, you cannot create or modify any storage lifecycle policies on the source master server.

Recommended Action: Run one of the following commands on both the source and the target master server.

Run the following command if you are using user credentials; you are prompted to provide the password:

```
nbseccmd -setuptrustedmaster -update -masterserver
master_server_name -remotemasterserver remote_master_server
-domainname domain_name -username username -fpfile filename
```

Run the following command if you are using an authorization token; you are prompted to provide the token:

```
nbseccmd -setuptrustedmaster -update -masterserver
master_server_name -remotemasterserver remote_master_server
-domainname domain_name -fpfile filename
```

Run the following command if you are using the answer file:

```
nbseccmd -setuptrustedmaster -update -info answer_file
```

For more information about the `nbseccmd` command, see the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5631

Message: The source master server uses a NetBackup CA-signed certificate and the target master server uses an external CA-signed certificate. Configure an external certificate on the source master server, which should be compatible with the target master server.

Explanation: For successful setup trust operation, the source master server and the target master server must use the external certificates that are compatible with each other.

Recommended Action: Ensure that you have configured an external certificate on the source master server that is compatible with the target master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5761

Message: Failed to initialize Windows Socket library

Explanation: On Windows, NetBackup encountered an error initializing the Microsoft Windows socket communication library.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5762

Message: Peer is not a NetBackup Master or Media Server

Explanation: A NetBackup host returns this code if it does not recognize the NetBackup server.

Recommended Action: Verify that the requesting NetBackup server is indeed the master server as recognized by the NetBackup host returning this status code.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5763

Message: Encountered error during socket communication

Explanation: A Logging Assistant process encounters a socket communication problem while operating on the master server or the NetBackup host.

Recommended Action: If NetBackup is otherwise functioning correctly, this error requires Cohesity Technical Support assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5764

Message: Command specified for execution is invalid or not allowed

Explanation: A Logging Assistant process encounters this error on a NetBackup host.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5765

Message: Failed to execute specified command (CreateProcess or exec)

Explanation: A Logging Assistant process encounters this error on a NetBackup host while it performs the requested action. This error may indicate problems with system resources or even a product defect.

Recommended Action: Retry the Logging Assistant action. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5766

Message: Failed to execute specified command (fork)

Explanation: A Logging Assistant process encounters this error on a NetBackup host while it performs the requested action. This error may indicate problems with system resources on the host.

Recommended Action: Retry the Logging Assistant action. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5767

Message: Failed to get exit code of child process

Explanation: A Logging Assistant process encounters this error on a NetBackup host on a failure to get the exit status of a child process while it performs a requested action. One possible cause for this error can be manual intervention.

Recommended Action: If this error is not the result of manual intervention, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5768

Message: Failed to read complete output of executed command

Explanation: Socket connection problems exist between the Logging Assistant processes on master server and the NetBackup host.

Recommended Action: Retry the Logging Assistant action. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5769

Message: Failed to reap exit code of child process

Explanation: Returned by a Logging Assistant process on UNIX/Linux NetBackup host on failure to get exit status of the child process while performing requested action. One possible cause for this error can be manual intervention.

Recommended Action: If this error is not the result of manual intervention, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5770

Message: Failed to get cluster configuration

Explanation: This status code should not be encountered.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5771

Message: Failed to write output received from remote command

Explanation: Socket connection problems exist between the Logging Assistant processes on the master server.

Recommended Action: If this error is not the result of manual intervention, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5772

Message: Failed to read unified logging configuration file

Explanation: A VxUL configuration file is missing or malformed.

Recommended Action: Check the existence and the format of the VxUL configuration file that was mentioned along with the error message on the specified NetBackup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5773

Message: Failed to get virtual name of primary server

Explanation: This status code should not be encountered.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5774

Message: Specified logs are not valid

Explanation: A product may be defective.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5775

Message: Invalid option specified

Explanation: A product may be defective.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5776

Message: Failed to spawn new process

Explanation: A product may be defective.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5777

Message: Failed to create staging directory on primary server

Explanation: Logging Assistant failed to create the specified staging directory on the master server.

Recommended Action: Verify that the specified path already exists. If not, try to create it manually.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5778

Message: Failed to read Logging Assistant database

Explanation: Logging Assistant is unable to read database file path and file contents.

Recommended Action: Check permissions of the Logging Assistant database file:

```
UNIX: /usr/openv/var/global/logasst.db

Windows: <Install Path>\NetBackup\var\global\logasst.db
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5779

Message: Failed to lock Logging Assistant database

Explanation: Logging Assistant may be defective.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5780

Message: Failed to set non-inherit flag on database file handle

Explanation: This error can occur only on Windows.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5781

Message: Failed to prepare to save Logging Assistant database

Explanation: Logging Assistant may be defective.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5782

Message: Failed to start to write Logging Assistant database

Explanation: Logging Assistant may be defective.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5783

Message: Failed to save Logging Assistant database

Explanation: Logging Assistant may be defective.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5784

Message: Failed to access or write the readme or progress file

Explanation: The parent directory from which to read or in which to write the README or Progress file is missing or has incorrect permissions.

Recommended Action: Please check the specified path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5786

Message: Logging Assistant record does not exist

Explanation: Another GUI instance has deleted the Logging Assistant record.

Recommended Action: Refresh the Logging Assistant GUI, then check if the record has been deleted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5787

Message: Logging Assistant record already exists

Explanation: None

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5788

Message: Debug logging has not been set up for Logging Assistant record

Explanation: The Logging Assistant GUI is out of sync.

Recommended Action: Refresh the Logging Assistant GUI view and retry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5789

Message: Failed to interpret `bpdbjobs` output for job detail

Explanation: The Logging Assistant encountered interpreting information fetched from the Jobs database. The Logging Assistant cannot make pre-selections for debug logging to set up based on the Job database.

Recommended Action: Manually select the debug logging to set up. Contact Cohesity Technical Support to investigate the Job Analysis failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5790

Message: Failed to fetch PureDisk configuration setting from Windows registry

Explanation: NetBackup cannot read the PureDisk configuration information.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5794

Message: Failed to calculate debug logs size for preview

Explanation: Logging Assistant may be defective.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5796

Message: Logging Assistant agent encountered failure writing on socket to primary server

Explanation: A socket connection problem exists between Logging Assistant processes on the master server and the NetBackup host.

Recommended Action: Retry the Logging Assistant action. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5798

Message: Failed to list disk volumes on primary server using `bpmount`

Explanation: This error occurs when the Logging Assistant enumerates partitions on Windows while fetching free disk space information.

Recommended Action: If the problem persists, contact Cohesity Technical Support. You may still be able to manually establish free space information and initiate the intended action such as log collection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5799

Message: Failed to get disk space information of volumes or mount points

Explanation: Logging Assistant tries to fetch free disk space information.

Recommended Action: If the problem persists, contact Cohesity Technical Support. You may still be able to manually establish free space information and initiate the intended action such as log collection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5800

Message: Failed to execute `bpdbjobs` to fetch job details

Explanation: Logging Assistant may be defective.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5801

Message: Failed to fetch job details. Check if job exists.

Explanation: The specified Job ID for Job Analysis that suggests what debug logging to set up does not exist in the Jobs database.

Recommended Action: If the specified job ID does exist, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5803

Message: Failed to modify PureDisk configuration file

Explanation: None

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5804

Message: Failed to modify Java GUI configuration file (`Debug.properties`)

Explanation: None

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5805

Message: Remote host NetBackup version not supported by the Logging Assistant

Explanation: The Logging Assistant supports setting up debug logging on (and collecting debug logs from) hosts that run NetBackup version 7.7 or higher.

Recommended Action: None

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5806

Message: Unexpected contents of PureDisk configuration file (`pdregistry.cfg`)

Explanation: None

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5807

Message: Failed to copy `nbcplogs/nbsu` output file from remote host

Explanation: The Logging Assistant contacts `bpcd` to copy the `nbcplogs` and `nbsu` output files from the NetBackup host.

Recommended Action: Check that the connection from the master server to `bpcd` can be set up by using `bptestbpcd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5808

Message: Failed to load PBX configuration to change log level

Explanation: A PBX configuration file may be missing or malformed.

Recommended Action: Check the existence and format of the PBX configuration file and the error message on the specified NetBackup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5809

Message: Invalid PBX Debug Log Level specified

Explanation: The PBX logging level is invalid.

Recommended Action: Set the PBX logging level to an appropriate value.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5811

Message: Temporary directory to use for logs collection does not exist

Explanation: The Logging Assistant failed to create the temporary directory on a NetBackup host in which to collect the `nbcplogs` or `nbsu` output.

Recommended Action: Check the directory permissions on the NetBackup host. Also verify that the parent directory of the specified temporary directory exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5812

Message: nbcplogs exited with error

Explanation: This status code should not be encountered.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5813

Message: `nbcplogs` did not collect any logs

Explanation: None

Recommended Action: Check that the debug logs on the host are available to collect. If the debug logs relevant to the Logging Assistant record exist on the host, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5814

Message: nbsu exited with error

Explanation: None

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5815

Message: No activity for the Logging Assistant record is in progress

Explanation: The Logging Assistant GUI is out of sync.

Recommended Action: Refresh the Logging Assistant GUI and retry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5816

Message: Collect debug logs operation canceled

Explanation: The collection of the debug logs was stopped.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5817

Message: Collect `nbsu` operation canceled.

Explanation: The `nbsu` operation was canceled.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5819

Message: Cancel operation requested

Explanation: A request to cancel the operation.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5820

Message: Not a valid Logging Assistant temporary directory for clean-up

Explanation: The specified Logging Assistant temporary directory is not valid.

Recommended Action: Enter a valid Logging Assistant temporary directory and retry the operation. If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5821

Message: Failed to get policy details

Explanation: To suggest debug logging to set up, the Logging Assistant fetches policy information that is associated with the job ID submitted for analysis. However, the policy does not exist.

Recommended Action: If the associated policy does exist, please contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5902

Message: Fingerprint of the certificate could not be generated.

Explanation: The CA certificate may not be in the trust store.

Recommended Action: Run the `nbcertcmd -getCACertificate` command and try to generate the CA certificate again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5903

Message: CA certificate could not be verified.

Explanation: The CA certificate that is on the host cannot be used to perform the request. Trust is not established with the NetBackup host to which you are trying to communicate. The CA certificate is not in the trust store in the host certificate database or the trust store has more than one certificate with the same name (usually, a generic name like `localhost.localdomain`). The web service certificate may also have expired.

Recommended Action: The NetBackup host must trust the CA. Check if the CA certificate was added to the trust store with the `nbcertcmd -listCACertDetails` command. Run the `nbcertcmd -getCACertificate` command to add the certificate to the trust store.

If the trust store has multiple certificates with the same (generic) name, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5904

Message: Internal error.

Explanation: One of the internal services has failed to respond.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5905

Message: The host ID is not valid.

Explanation: The master server does not recognize the specified host ID.

Recommended Action: Check the specified host ID using the `nbcertcmd -listCertDetails` command. If the specified NetBackup host is part of multiple NetBackup domains, ensure that you are providing the correct host ID that corresponds to the specified NetBackup domain.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5906

Message: The token is not valid.

Explanation: The generated token is not valid.

Recommended Action: Redo the action. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5907

Message: Unknown resource requested.

Explanation: The certificate that you are trying to view or to execute related operations does not exist.

Recommended Action: Verify the certificate details that you provided. Details can include a serial number, host ID, or host name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5908

Message: Unknown error occurred.

Explanation: The certificate generation, renewal, or retrieval operation failed.

Recommended Action: Save the error log information for the `nbcert` log and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5909

Message: Token does not exist for this token value.

Explanation: The token value that you provided is not correct.

Recommended Action: Provide the correct token value and rerun the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5910

Message: Host name is not specified.

Explanation: The operation failed to retrieve the required information.

Recommended Action: Rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5913

Message: A token with this name already exists.

Explanation: The token name that you are using to create the new token already exists.

Recommended Action: Provide a new name and then recreate the token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5914

Message: The security service is not available.

Explanation: The NetBackup web service is not reachable or is not running on the master server.

Recommended Action: Check the network connectivity of the host on which you are performing the operation. Contact the NetBackup administrator to correct the status of the NetBackup web service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5915

Message: Request timed out.

Explanation: A request to the NetBackup web service has failed due to a network timeout.

Recommended Action: Check the network connectivity of the host on which you are performing the operation. Contact the NetBackup administrator to correct the status of the NetBackup web service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5916

Message: Token name is not specified.

Explanation: The operation failed to retrieve the token information from the request because the token name was not specified by the user in the request.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5917

Message: The reissue token cannot have the usage count greater than one.

Explanation: The re-issue token cannot be a multi-use token.

Recommended Action: A multi-use token cannot be associated with the host. The re-issue token cannot be a multi-use token. Take appropriate action and generate the required token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5918

Message: The maximum usage count for the token should be provided within the valid range, which is from 1 to 99999.

Explanation: A token can be used from 1 to 99,999 times. The maximum usage count that you selected has exceeded the allowable usage count.

Recommended Action: Select a valid usage count.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5919

Message: Validity period specified for this token is not valid. The maximum validity period that you can specify is 999 days.

Explanation: A token can have a validity period from 1 - 999 days. The validity period specified exceeded the allowable validity period.

Recommended Action: Select a valid period.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5920

Message: The specified token is associated with a different host name.

Explanation: The specified token is not associated with the requesting host.

Recommended Action: Verify that you are using the correct token. If the specified NetBackup host is associated with multiple NetBackup domains, ensure that you are using the token that corresponds to the appropriate NetBackup domain.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5921

Message: The specified token is associated with a different host ID.

Explanation: The specified token is not associated with the host.

Recommended Action: Verify that you are using the correct token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5922

Message: The reissue token cannot be associated with the host name.

Explanation: You cannot generate a token using both the host ID and the host name.

Recommended Action: Use either the host ID or the host name and try to regenerate the token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5925

Message: The required data is missing.

Explanation: Certificate generation or renewal is requested, but the Certificate Signing Request (CSR) file sent with the request is empty.

Recommended Action: Ensure that all of the required inputs provided are correct and retry the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5926

Message: Certificate signing request is not valid.

Explanation: The certificate that signed the request file is not in the expected format.

Recommended Action: Regenerate the certificate request file, rerun the operation, and ensure that the data has not changed in transit.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5927

Message: The specified file could not be opened.

Explanation: The specified file might not exist or you do not have permission to access the file.

Recommended Action: Use a valid file name and try to open the file or check permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5929

Message: The certificate is not in the Active state, so it cannot be renewed.

Explanation: A certificate has three states: active, revoked, and expired. You cannot renew revoked certificates.

Recommended Action: Send the certificate re-issue request after performing corrective actions. If you want to use the same credential (key pair), then the new certificate can be generated using the re-issue token. You can use the following command:

```
nbcertcmd -getCertificate
```

If you plan to change credentials, see the NetBackup Security and Encryption Guide for workflow details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5930

Message: The request could not be authorized.

Explanation: The master server is unable to validate the client certificate. Possible causes for this issue are as follows:

- The client certificate has expired. You can run the `nbcertcmd -listCertDetails` or `nbcertcmd -listCertDetails -cluster` command to confirm.
- The client key pair has changed and the host has obtained (or renewed) a certificate from another master server.
- The certificate for the host has been revoked.
- A web authentication token is required for a NetBackup web application operation (`nbcertcmd`). You can see this error if the user has not been authenticated.

Recommended Action: Use a re-issue token with the `nbcertcmd -getCertificate` command. If the user has not been authenticated, use the `bpnbat -login -logintype WEB` command to get a web authentication token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5931

Message: The host ID is empty.

Explanation: The host ID cannot be found in the revoke certificate request.

Recommended Action: Resend the request. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5932

Message: Token usage count is not set.

Explanation: An attempt to generate an authorization token with a zero usage count was performed.

Recommended Action: Generate a token with valid parameters. The allowable count is from 1 to 99, 999.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5933

Message: The maximum token usage limit has been reached.

Explanation: An authorization token has a fixed usage count. If the usage count exceeds the allowable usage count, the token cannot be used.

Recommended Action: Create a new token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5934

Message: The token has expired.

Explanation: The token validity period has reached the maximum limit and has expired. This token can no longer be used.

Recommended Action: Create a new token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5936

Message: The specified token name is not in a valid format.

Explanation: The name specified for the token contains invalid characters.

Recommended Action: Specify a valid token name. The valid characters are A-Z, a-z, 0-9, and _.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5938

Message: The revocation reason code is not valid.

Explanation: NetBackup supports only revocation reason codes from 1 to 5.

Recommended Action: Specify a valid reason code and then try to revoke the certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5939

Message: This revocation reason code is not supported by the server.

Explanation: NetBackup supports only revocation reason codes from 1 to 5.

Recommended Action: Specify a valid reason code and then try to revoke the certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5940

Message: Reissue token is mandatory; please provide a reissue token.

Explanation: A certificate reissue requires a reissue token that is associated with a specific host ID.

Recommended Action: Generate a reissue token for the required host and then request a certificate reissue. Use the following command (or the **NetBackup Administration Console**) to generate the reissue token:

```
nbcertcmd -createToken -name name_of_token -reissue
[-host host_name | -hostId host_id]
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5941

Message: The host ID is not associated with any host.

Explanation: The specified host ID is not known to the master server.

Recommended Action: Verify that the specified host ID corresponds to the specified master server. Use the `nbcertcmd -listCertDetails` command on the specified NetBackup host to find the host ID that corresponds to the specified master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5942

Message: Certificate could not be read from the local certificate store.

Explanation: The certificate was not added to the local certificate store or it may be lost or corrupted. You may also have no administrator privileges on the given NetBackup host. Also, this error can occur if the NetBackup CA-signed certificate is used for communication. In case of an external-CA signed certificate: The external certificate may be lost or corrupted.

Recommended Action: Check if you have administrator privileges on the specified NetBackup host. If you have the required privileges, use the `-force` option with the `nbcertcmd -getCertificate` command to regenerate the existing certificate. You may have to supply a token with this command, depending on the certificate deployment security levels specified on the master server.

If external CA signed certificate is used for communication, it may be lost or corrupted. Try the following:

- The external certificate that is specified in `bp.conf/registry` against `ECA_CERT_PATH` key may be lost or corrupted. Make sure that the provided certificate path is in the correct format. Review the value that is set for the `ECA_CERT_PATH` configuration option, check if it has the required access permissions, and it is accessible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5943

Message: Lock cannot be acquired on the file for writing.

Explanation: There was an error updating the file.

Recommended Action: Rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5944

Message: The host alias list has multiple host names.

Explanation: The certificate signing request contains multiple host names and only a single host name is supported.

Recommended Action: Specify a single host name in the certificate signing request and resend the request to the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5945

Message: Host alias is not specified.

Explanation: The certificate signing request does not contain a host name.

Recommended Action: Specify a host name in the certificate signing request and resend the request to the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5946

Message: Token is mandatory; please provide a token.

Explanation: The certificate deployment security level on the master server does not support the auto deployment of the certificate for the given host.

Recommended Action: Generate an authorization token and then run the `nbcertcmd -getCertificate` command to request a certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5947

Message: The host is not registered with the server.

Explanation: The specified host could not be found.

Recommended Action: Specify the correct host name or use a valid authorization token and rerun the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5948

Message: Certificate could not be written to the local certificate store.

Explanation: You might not have administrator privileges on the specified NetBackup host to add the certificate to the local certificate store.

Recommended Action: Check if you have administrator privileges on the given NetBackup host. If you have the required privileges, redo the action. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5949

Message: Certificate does not exist.

Explanation: A certificate from the specified server does not exist on the NetBackup host.

Recommended Action: Ensure that the appropriate certificate is deployed. See the NetBackup Security and Encryption Guide for details on how to deploy certificates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5950

Message: Certificate already exists.

Explanation: A certificate from the specified server already exists on the requesting NetBackup host.

Recommended Action: Use the `nbcertcmd -getCertificate -force` command to overwrite the existing certificate, if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5953

Message: The certificate deployment level is not valid.

Explanation: The certificate deployment level that you are trying to set is invalid.

Recommended Action: Select a certificate deployment level between 0 - 2 and rerun the command to set the certificate deployment level. For more information on certificate deployment levels, see the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5954

Message: The host name could not be resolved to the requesting host's IP address.

Explanation: The master server is unable to resolve the host name to the peer IP address of the NetBackup host that is requesting the certificate.

Recommended Action: Verify and correct your network configurations so that the master server can resolve the host name to the peer IP address. Alternatively, you can use an authorization token to deploy the certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5955

Message: The host name is not known to the primary server.

Explanation: The host name is not on the known hosts list.

Recommended Action: Ensure that the host entry exists on one of the following locations: the server configuration list, the EMM database, at least 1 catalog image (not more than 6 months old), the clients listed in policies, or the client DB entry. Alternatively, you can use an authorization token to deploy the certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5956

Message: The existing certificate deployment level on the primary server does not allow this operation.

Explanation: The certificate deployment security level set for the host does not let you deploy the host ID-based security certificate or add the CA certificate to the trust store without verification.

Recommended Action: If you see this error message while you are retrieving the host ID-based certificate, ensure that you use a valid authorization token with the `-getCertificate` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5957

Message: The primary server is unable to connect to the CA.

Explanation: The primary server is unable to connect to the NetBackup AT broker.

Recommended Action: Check the status of the NetBackup AT broker on the primary server. Restart the service, if required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5958

Message: The primary server is unable to access the CA certificate.

Explanation: The Web service user on the primary server does not have the required permissions to access the CA certificate.

Recommended Action: Ensure that the web service user has the required permissions to read the CA certificate on the primary server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5959

Message: The NetBackup AT credentials of the web service user are not valid.

Explanation: The web service users' AT credentials are invalid or have expired.

Recommended Action: Stop the web service on the master server, run the `nbcertconfig -u -user` *`webservice_user`* command, and restart the web service.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5960

Message: NetBackup AT configuration on the primary server could not be initialized.

Explanation: The AT configuration initialization failed or the web service user does not have the required permissions to access its certificate store.

Recommended Action: Ensure that the web service user has the required permissions to access the certificate store on the primary server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5962

Message: The host name does not match the existing name in the certificate.

Explanation: The host ID certificate renewal is attempted for the host whose host name is changed.

Recommended Action: If the NetBackup host administrator wants to get the certificate for the given host with the new name, then perform the following steps:

1. The NetBackup host administrator should ask the NetBackup administrator to revoke the certificate of the host by using the `-host host_name | -hostId host_id` options. The NetBackup administrator can use the following command:

   ```
   nbcertcmd -revokeCertificate -reasonCode value
   -host old_host_name | -hostId host_id
   ```

2. The NetBackup host administrator should ask the NetBackup administrator to generate a reissue token for a specific host. The NetBackup administrator can use the following command:

   ```
   nbcertcmd -createToken -name token_name -reissue
   -host old_host_name | -hostId host_id
   ```

3. After the NetBackup host administrator receives the reissue token, the following command can be used (specify the received token when prompted):

   ```
   nbcertcmd -getCertificate -token -force
   ```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5963

Message: Entity does not exist.

Explanation: The user is referring to an entity that does not exist when using a specific command. The possible entities are either an authorization token or a host ID-based certificate. The user may be referring to a token with the wrong token name or the user may be referring to a certificate with an incorrect serial number.

Recommended Action: Check that the argument values supplied in the command are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5964

Message: Data conversion error.

Explanation: There was an internal error while processing data.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5965

Message: The host ID associated with this reissue token is assigned to another host. Before you can reuse the host ID for this host, revoke the existing certificate associated with the host ID and map this host name to the host ID.

Explanation: The user specified the `nbcertcmd -getCertificate` command using a reissue token. The user is trying to reissue a host ID to a host with a host name that is different than the one registered with the server. When a host is going through a name change and wants to ensure that its identity is maintained in the NetBackup domain, the user should revoke the existing certificate with the existing host name.

Recommended Action: The user must revoke the current certificate with the existing host name and then use the reissue token to request a certificate using the new host name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5966

Message: The host has an active certificate. You need to revoke the certificate before you can disassociate the host from its host ID.

Explanation: The user is trying to decouple an existing host and it has active certificates. In this case, the server will reject the decouple request as only the hosts that have revoked certificates can be decoupled from their existing host IDs.

Recommended Action: The user must revoke the certificate for this host and only then mark it as decoupled from the associated host ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5967

Message: The file already exists.

Explanation: The user provided a specific file name to perform an operation, but the file already exists at the specified location.

Recommended Action: The user can rename/move/delete the existing file or submit a new file name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5968

Message: The host information could not be retrieved while creating the certificate signing request.

Explanation: While creating a certificate signing request for a given host, specific information such as the host name, host aliases, and host key pair is retrieved from the host. The `nbcertcmd` command failed to retrieve this information.

Recommended Action: Try the following possible solutions:

- Retry the current operation.
- Retry the current operation by restarting the system.
- If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5969

Message: Response from the NetBackup Web Management Console service could not be parsed.

Explanation: The response received from the NetBackup web management console service while executing current operation is in an unknown or incorrect format.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5970

Message: The server time could not be fetched.

Explanation: The current server time could not be retrieved.

Recommended Action: Rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5971

Message: The token contains characters that are not supported.

Explanation: The token value passed in the token file contains characters that are not supported. NetBackup only supports the following characters as part of the token value (A-Z, a-z, and 0-9).

Recommended Action: Check the token value passed in the token file and ensure that it contains valid characters (A-Z, a-z, and 0-9). Ensure that the file encoding format is ANSI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5972

Message: The certificate could not be revoked. It was already revoked or expired.

Explanation: When revocation of the already revoked or expired certificate is tried, it will not allow the revocation.

Recommended Action: Specify the active certificate and then try to revoke the certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5973

Message: The token type is not valid.

Explanation: To create a token, a valid token type is required.

Recommended Action: Specify one of the following token types:

- 0 - Default token
- 1 - Reissue token

If you have not provided the token type, the default token type (0) is automatically selected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5974

Message: The specified token requires a host ID.

Explanation: To create a reissue token, a corresponding host ID is required.

Recommended Action: Provide a host ID of the host for which you want to create a token.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5976

Message: The passphrase must contain a minimum of 8 and a maximum of 20 characters.

Explanation: The length of the specified passphrase is out of the allowed range.

Recommended Action: Specify a passphrase with a minimum of 8 and a maximum of 20 characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5977

Message: The existing passphrase and the new passphrase must be different.

Explanation: The specified passphrase is the same as the existing one.

Recommended Action: Specify a passphrase that is different than the existing one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5978

Message: Failed to refresh the certificate revocation list (CRL) and security level.

Explanation: This error can be due to following reasons:

- **Recommended Action:** Failed to fetch the CRL via the HTTP request
- Failed to save the CRL on the disk
- Failed to fetch the security level via the HTTP request
- Failed to update the `certmapinfo.json` with CRL and security level information

- Failed to get the CRL because a client in the DMZ could not connect to the HTTP tunnel on the media server

Recommended Action: Do the following, as appropriate:

- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).
- On the media server, examine the `pbx` (OID 103), `nbpxytnl` (OID 490), and `nbpxyhelper` (OID 486) logs. `pbx` is logged to the following directories:
  Windows: *`install_path`*`\VxPBX\log`
  UNIX: `/opt/VRTSpbx/log`
- Ensure that the following are online:
  - NetBackup Master server
  - NetBackup Web Management Console service (`nbwmc`)
  - NetBackup relational database (`NBDB`)
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5979

Message: The certificate revocation list (CRL) in the certificate is invalid.

Explanation: The error can be due to following reasons:

- **Explanation:** The host failed to get the CRL when it requested the certificate via the HTTP request.
- The CRL is empty or has an invalid format.

Recommended Action: Do the following, as appropriate:

- On the host where the error occurred, examine the legacy logs for `nbcertcmd`. Use these logs to help troubleshoot issues that appear in the web services.
- On the master server, examine the unified logs for `nbwebservice` (OIDs 466 and 484).
- Restart the services on the master server. Then, retry the following command for the host to fetch the CRL:
  `./nbcertcmd -getCrl`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5980

Message: The security level in the certificate is invalid.

Explanation: The host failed to get the security level with the certificate via the HTTP request.

Recommended Action: Do the following, as appropriate:

- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- Run the following command for the host to fetch the CRL and the security level: `./nbcertcmd -getCrl`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5982

Message: The certificate revocation list (CRL) is unavailable.

Explanation: This error can occur for the following reasons if the NetBackup CA-signed certificate is used for communication:

- (Scenario 1) The NetBackup web service has not yet generated a CRL. The NetBackup web service attempts to generate a new CRL on startup. If the CRL has not been generated it means one of two things: The CRL creation is in progress. Or, there was a problem generating the CRL.
- (Scenario 2) The host does not have a CRL cached for the current domain.

If an external CA-signed certificate is used for communication.

- (Scenario 3) NetBackup is not configured with correct CRL path or certificate does not contain a valid CRL distribution point (CDP).
- (Scenario 4) The host does not have a CRL cached in NetBackup CRL cache.

Recommended Action: Do the following, as appropriate:

For Scenario 1, do the following:

- Retry the command or operation.
- Verify that `nbatd` is running on the master server, then retry the operation.
- Restart the services on the master server, then retry the operation.
- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (all OIDs).

- On the master server and on the host where the error occurred, examine the unified logs for `nbatd` (OID 18).

For Scenario 2, do the following:

- Run the following command for the master server and then retry the operation:
  `./nbcertcmd -getCrl -server` *`master server name`*
- On all hosts that are involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- (Scenario 3) NetBackup is not configured with correct CRL path or certificate does not contain a valid CDP.
  - If the `ECA_CRL_PATH` setting is specified in the NetBackup configuration file, ensure the following:
    - The `ECA_CRL_PATH` has the correct CRL directory path.
    - The CRL directory contains CRLs for all required certificate issuers (as per `ECA_CRL_CHECK` setting).
    - The CRL is in PEM or DER format.
    - The CRL is not expired.
    - The CRL last update date is not a future date.
  - If the CDP is used, do the following when appropriate:
    - Make sure that the certificate has at least one CDP (with HTTP/HTTPS protocol) that points to a CRL that includes revocation information for all reasons.
    - CDP URL is accessible.
- (Scenario 4) The host does not have a CRL cached in NetBackup CRL cache.
  - If `ECA_CRL_PATH` setting is specified in the NetBackup configuration file, run the following command on all hosts that are involved in the communication and retry the operation:

    ```
    ./nbcertcmd -updateCRLCache
    ```

  - If `bpclntcmd` is running, terminate it (`bpclntcmd -terminate`) and retry the operation.
    - Set `VERBOSE` and `ENABLE_NBCURL_VERBOSE (0|1)`.
    - Examine the logs for `bpclntcmd`.

- On all hosts that are involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5983

Message: The host certificate is revoked.

Explanation: The host certificate is present in the certificate revocation list (CRL) and is revoked.

Recommended Action: Do the following, as appropriate:

- On the host where the error occurred, examine the legacy logs on the NetBackup server for `nbcertcmd`.
- On all of the hosts involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- If the certificate was revoked in error, reissue a certificate for the host.
- If the certificate was revoked as intended, an attempted security breach may have occurred.
- Contact your Security Administrator.
- To reissue a certificate for the host, see the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5986

Message: Certificate request for host was rejected as the host could not be validated as a primary server.

Explanation: The master server-specific parameters were sent with the `nbcertcmd -getCertificate` command, but the certificate was requested for a non-master server host.

Recommended Action: Ensure that you do not send the master server-specific parameters when you deploy the certificate on a non-master server host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5987

Message: Could not fetch the host ID of the NetBackup primary server. The primary server may not have the certificate.

Explanation: The master server does not have the certificate or the NetBackup Service Layer (NBSL) on the master server is down.

Recommended Action: Ensure that the following occurs:

- NBSL is running on the master server
- If NBSL is running on the master server, ensure that the host ID-based certificate is deployed on the master server
- If the host ID-based certificate is deployed and if you still see this error, refer to the **Resolving the master server host name change issue** procedure..

Resolving the master server host name change issue

This error may occur if the master server host name is changed from a Fully Qualified Domain Name (FQDN) to a short name (or vice versa) in any of the following scenarios:

- NetBackup installation after a disaster
- Manual update in the NetBackup configuration file (`bp.conf` file on the UNIX or Windows registry).

In the following example, NetBackup is installed on a master server with a short name and the catalog backup is run. After a disaster, NetBackup is installed on the master server in a disaster recovery mode, but this time with FQDN. However, the identity of the master server (or disaster recovery package) is restored with the short name. This can cause failure when reissuing the client certificates, automatically renewing the client certificates and deploying new certificates on clients.

To resolve this issue, use the following steps:

1. Log on to the master server.
2. Run following command:

   UNIX:

   ```
   /usr/openv/netbackup/bin/nbcertcmd -ping
   ```

   Windows:

   ```
   Install_path\NetBackup\bin\nbcertcmd -ping
   ```

   - If the command is executed successfully, proceed to next step.

- If it fails with the exist status code 8509 (The specified server name was not found in the web service certificate), then carry out the steps that are provided in the following technote:
  https://support.cohesity.com/s/article/article-100034092
  Proceed to the next step.

3. Stop and start the NetBackup Web Management Console service on the master server. Use following the NetBackup command:

   UNIX:

   ```
   /usr/openv/netbackup/bin/nbwmc -terminate
   ```

   ```
   /usr/openv/netbackup/bin/nbwmc -start
   ```

   Windows:

   ```
   install_path\NetBackup\wmc\bin\nbwmc.exe -stop -srvname "NetBackup
   Web Management Console"
   ```

   ```
   install_path\NetBackup\wmc\bin\nbwmc.exe -start -srvname
   "NetBackup Web Management Console"
   ```

4. Perform the user login on the master server. Use the following command:

   ```
   install_path/netbackup/bin/bpnbat -login -loginType WEB
   ```

   For example:

   ```
   install_path\netbackup\bin\bpnbat -login -loginType WEB
         Authentication Broker [abc.example.com is default]:
         Authentication port [0 is default]:
         Authentication type (NIS, NISPLUS, WINDOWS, vx, unixpwd, ldap) [WIN
         Domain [abc.example.com is default]:
         Login Name [administrator is default]:
         Password:
         Operation completed successfully.
   ```

5. Note the value of the key Client_Name for the master server. For a clustered master server, note the value of the key Cluster_Name This can be found at the following locations:

   UNIX: `/usr/openv/netbackup/bp.conf`

   Windows: `HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup\CurrentVersion\Config`

   This value can either be the FQDN or the short name. For example, `abc.example.com`.

6. Note the host ID of the master server. You can obtain its value by using the following command:

```
install_path/netbackup/bin/nbcertcmd -listCertDetails
```

For a clustered master setup, use the following command:

```
install_path\netbackup\bin\nbcertcmd -listCertDetails -cluster
```

This command may return multiple records (if only one record is returned, select the host ID provided in that record).

- If the host name obtained in step 5 is FQDN, then pick the record where the “Issued By” entry matches its short name.
- If the host name obtained in step 5 is a short name, then pick the record where the “Issued By” entry matches its FQDN.

For example:

```
install_path\netbackup\bin\nbcertcmd -listCertDetails

Master Server : abc
Host ID : xxxxxx-4201-4c6a-xxxx-xxxxx
Issued By : /CN=broker/OU=root@abc/O=vx
Serial Number : 0x62e108c90000000c
Expiry Date : Aug 21 08:42:54 2018 GMT
SHA1 Fingerprint : 50:89:AE:66:12:9A:29:4A:66:E9:DB:71:37:
  C7:EA:94:8C:C6:0C:A0


Master Server : xyz
Host ID : yyyyyy-4785-4252-yyyy-yyyyy
Issued By : /CN=broker/OU=root@xyz.master1.com/O=vx
Serial Number : 0x6ede87a70000000a
Expiry Date : Aug 21 09:52:13 2018 GMT
SHA1 Fingerprint : FE:08:C2:09:AC:5D:82:57:7A:96:5C:C1:4A:
  E6:EC:CA:CC:99:09:D2

Operation completed successfully.
```

Here, 2 records are returned. For the first record, the issuer name provided in the “Issued By” field matches the short name of the client_name obtained in step 5. Select the host ID that appears in the first record.

7. Add a host ID-to-host name mapping. Map the host ID of the master server that you have obtained in step 6 to the host name that you have obtained in step 5.

   Use the following command:

```
install_path/netbackup/bin/admincmd/nbhostmgmt -a -i host_ID -hm
host_name
```

For example:

```
install_path/netbackup/bin/admincmd/nbhostmgmt -a -i
  xxxxxx-4201-4c6a-xxxx-xxxxx -hm abc.example.com

abc.example.com is successfully mapped to xxxxxx-4201-4c6a-xxxx-xxxxx.
```

You can also add this host ID-to-host name mapping using the **NetBackup Administration Console**. Use the **Security Management > Host Management > Hosts** tab.

8. Renew the host ID-based certificate of the master server by using the following command:

```
install_path/netbackup/bin/nbcertcmd -renewCertificate
```

For a clustered master server, use the following command:

```
install_path\netbackup\bin\nbcertcmd -renewCertificate -cluster
```

9. Continue with the certificate deployment on a client (this can be either a reissue certificate, the automatic renewal of a certificate, or a new certificate deployment).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5988

Message: The host name is not part of the host ID-to-host name mapping list.

Explanation: The requesting host name is not mapped with the respective host ID.

Recommended Action: Map the host name to the associated host ID. In the **NetBackup Administration Console**, use the **Security Management > Host Management > Hosts** tab or the `nbhostmgmt` command to add mappings.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5989

Message: The reissue token is mandatory as a certificate was already issued to this host. Revoke the existing certificate if it is active and map this host name to the associated host ID.

Explanation: The host names that are used during the installation and re-installation are different; however, the host names are associated with same host ID. This can happen if the host name used earlier is a shortname and the one used now is in FQDN or vice versa. You need to identify the host record in the **NetBackup Administration Console**, using the **Security Management > Host Management > Hosts** tab or the `nbhostmgmt` command and use the host ID to generate the reissue token. You can also ensure that the client name of the host matches the one in the above listing.

Recommended Action: To deploy a certificate using this new name, you need to provide a reissue token for the existing host ID. For successful re-installation using the new host name, ensure the following:

- If the host has an active certificate, revoke it.
- The host names are mapped to the associated host ID. In the **NetBackup Administration Console**, use the **Security Management > Host Management > Hosts** tab or the `nbhostmgmt` command to add mappings.
- The client name for the host matches the primary host name associated with the issued host ID.

Note: If you want to deploy a certificate on a host with a host name that matches an existing host ID-to-host name mapping of another host, you must either delete the existing host ID-to-host name mapping and retry the operation or add a new host in the host database.

For more information on how to add a host, see the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5990

Message: The specified host ID-to-host name mapping is shared by multiple hosts and the auto reissue certificate parameter is set for two or more hosts.

Explanation: The auto reissue certificate parameter is set for multiple hosts that share the same host ID-to-host name mapping. In this case, NetBackup cannot determine the host where the certificate needs to be reissued. Therefore, the certificate cannot be deployed.

Recommended Action: In the case of shared mapping, ensure that the auto reissue certificate parameter is set only for the required host. You can reset the parameter for other hosts by running the following command:

```
nbhostmgmt -allowautoReissueCert -autoReissue 0
```

Alternatively, you can use the NetBackup Administration Console.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5991

Message: The specified host either does not exist or the auto reissue certificate parameter is not set for the host.

Explanation: In order for NetBackup to reissue the certificate on the specified host, it should be a valid host and the auto reissue certificate parameter should be set for the host.

Recommended Action: Ensure that the specified host exists and that the auto reissue certificate parameter is set for the host. If the host to be recovered does not exist, initiate the Prepare to Restore workflow again for the host. To set the auto reissue certificate parameter for the host, run the following command:

```
nbhostmgmt -allowautoReissueCert -autoReissue 1
```

Alternatively, you can use the NetBackup Administration Console.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5992

Message: The certificate request has failed as the host information cannot be updated.

Explanation: NetBackup cannot update the host information.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5993

Message: The certificate is not valid for this host.

Explanation: The certificate to be deployed may not be associated with the host.

Recommended Action: Verify that the certificate is issued for the same host and retry the operation. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5994

Message: The specified fingerprint does not match the CA certificate's fingerprint.

Explanation: The specified fingerprint does not match the fingerprint of the CA certificate that is present in the trust store.

Recommended Action: Ensure that you have specified the appropriate fingerprint and retry the operation. If the problem persists, remove the CA certificate from the local trust store by using the `nbcertcmd -removeCACertificate` command and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5995

Message: The certificate enrollment failed. The host ID that is associated with the certificate to be enrolled is assigned to another host.

Explanation: The certificate to be enrolled is not associated with the specified host and is associated with a different host.

Recommended Action: Do one of the following:

- Provide the certificate that is already enrolled for or issued to the host.
- Add or update (delete and then add) the subject name of the certificate in the NetBackup database. Do the following:
  - Run the `nbcertcmd -deleteECACertEntry` command to delete the association of the existing host with the certificate.
  - Run the `nbcertcmd -createECACertEntry` command to associate the certificate with the existing host. For more information on the commands, refer to the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5996

Message: The certificate enrollment failed. The request does not contain the certificate or the certificate is corrupted.

Explanation: The certificate maybe corrupted, because of which the enrollment may have failed.

Recommended Action: Ensure that the provided certificate is valid. If the problem persists contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5997

Message: The host certificate cannot be registered. The certificate must contain the Client Authentication and Server Authentication attributes in the Extended Key Usage field.

Explanation: The third-party certificate that you want to register requires the Client Authentication and the Server Authentication attributes in the Extended Key Usage field for successful registration.

Recommended Action: Ensure that the third-party certificate that you want to register contains the Client Authentication and the Server Authentication attributes in the Extended Key Usage field. Do the following, as appropriate:

- Run the following command:

  ```
  openssl x509 -in certificatepath -text -noout -purpose
  ```

  - If the certificate contains both the Client Authentication and the Server Authentication attributes, the following output is displayed:

    ```
    Certificate purposes:
    SSL client: Yes
    SSL server: Yes
    ```

    Try to register the third-party certificate again.

  - If one or both of the attributes are missing, contact your security administrator to resolve the issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5998

Message: The certificate is not enrolled with this primary server.

Explanation: The host certificate that is issued by an external CA is not enrolled with the primary server.

Recommended Action: Enroll the host certificate with the primary server by using the `nbcertcmd -enrollcertificate` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 5999

Message: The private key of the external certificate is encrypted, but the passphrase is not provided.

Explanation: The external certificate's private key is encrypted with a passphrase. However, the passphrase file path is not specified in the `ECA_KEY_PASSPHRASEFILE` configuration option (in the `bp.conf` file on UNIX or the Windows registry).

Recommended Action: Ensure that the passphrase file path is specified for the `ECA_KEY_PASSPHRASEFILE` configuration option. For more information on the NetBackup configuration options, refer to the NetBackup Administrator's Guide, Volume I.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6000

Message: The provided path is not allowed.

Explanation: A NetBackup host displays this code if it is not allowed to access the provided path.

Recommended Action: It is recommended using the NetBackup default paths for progress logs or rename file options; for example, use the `user_ops` folder. If you cannot use the NetBackup default path in your setup, you should add custom paths to the NetBackup configuration. For more information on how to add a custom path, see the *BPCD_ALLOWED_PATH option for NetBackup servers and clients* section in the NetBackup Administrator's Guide, Volume I.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6026

Message: No external certificate artifacts were found for the specified host ID.

Explanation: The system cannot locate any external certificate artifacts that are associated with the provided host ID. This condition typically indicates that the user has not yet uploaded the ECA artifacts for the given host or that they were deleted.

Recommended Action: Upload the ECA artifacts to proceed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6027

Message: The requested operation cannot be performed as the specified host ID does not match that of the target host.

Explanation: The operation was blocked because the host ID included in the request does not match the host identity currently being operated on. This condition can be due to a misconfiguration or unauthorized request.

Recommended Action: Review the request details from the logs and retry the operation using an authorized host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6028

Message: Deletion of the ECA artifacts is blocked until the ECA rotation operation is complete.

Explanation: The system restricts deletion of ECA artifacts while a rotation operation is in progress. This restriction ensures that the rotation workflow completes successfully and that artifacts are not prematurely removed.

Recommended Action: Allow the ongoing ECA rotation operation to complete. If it succeeds, the artifacts are automatically deleted. If the operation fails, you can manually retry the deletion.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6029

Message: The uploaded ECA certificate has a different subject name than the one that's already configured.

Explanation: The uploaded ECA certificate's subject name is different from the expected subject that is configured for that host.

Recommended Action: Ensure that the subject name in the uploaded certificate matches the expected subject that is configured for the host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6030

Message: An error has occurred when NetBackup attempted to read the existing trust store.

Explanation: The trust store was not provided in the API input, and it cannot be found on the primary server's file system.

Recommended Action: Include the trust store file in the API input and re-run the API to upload the ECA artifacts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6031

Message: The ECA artifacts for the specified host ID are already uploaded.

Explanation: A set of ECA artifacts already exists for the given host ID. Attempting to upload again without deleting the existing ones results in this error to prevent duplication.

Recommended Action: Delete the existing ECA artifacts that are associated with the specified host ID before you proceed with a fresh upload. Additionally, you can wait for the host to finish consuming the previously uploaded artifacts before you initiate a new upload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6032

Message: The ECA artifacts cannot be uploaded as this host is not configured to use ECA certificate.

Explanation: This host is not configured with ECA. The API can only be used for the hosts that have ECA configured and want to renew it.

Recommended Action: Use this API only for the hosts that have ECA configured. If ECA is not yet configured, set up the external certificate and then use this API to renew it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6071

Message: Credentials of the Cohesity Alta View are not valid.

Explanation: Credentials of the Cohesity Alta View are not valid.

Recommended Action: The registration token has expired. User should download the registration file again from Cohesity Alta View and re-register.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6072

Message: An internal server error has occurred attempting to connect to the Cohesity Alta View.

Explanation: An internal server error has occurred attempting to connect to the Cohesity Alta View.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6073

Message: Failed to connect to the Cohesity Alta View.

Explanation: Failed to connect to the Cohesity Alta View.

Recommended Action: Cohesity Alta View should be reachable from the domain where the NetBackup primary server is installed on port 443. Confirm that you have connectivity and retry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6074

Message: Failed to establish a persistent connection between the current NetBackup primary server and the Cohesity Alta View platform.

Explanation: Failed to establish a persistent connection between the current NetBackup primary server and the Cohesity Alta View platform.

Recommended Action: Delete the domain from the Cohesity Alta View UI and retry the registration process.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6075

Message: Failed to configure the current NetBackup primary server with the Cohesity Alta View platform.

Explanation: Failed to configure the current NetBackup primary server with the Cohesity Alta View platform.

Recommended Action: Failed to establish connection with Cohesity Alta View server. Review the following list for possible reasons the failure occurred:

- An internal server error occurs when the SSL Handshake was performed with the Cohesity Alta View platform.
- The Cohesity Alta View server is not reachable.
- The proxy server is not reachable.

Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6078

Message: Unable to configure Cohesity Alta View, as it is already configured.

Explanation: Unable to configure Cohesity Alta View, as it is already configured.

Recommended Action: The primary server is already registered with a Cohesity Alta View server. Try to unregister the primary server from Cohesity Alta View and then retry registration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6079

Message: Proxy server does not exist.

Explanation: The proxy server does not exist.

Recommended Action: Retry the registration with Cohesity Alta View. Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6080

Message: Failed to delete the WebSocket connection.

Explanation: Failed to delete the WebSocket connection.

Recommended Action: You must clean up the Cohesity Alta View configuration file manually. Use the DELETE Cohesity Alta View Server API. For more information, go to the SORT website (https://sort.veritas.com/netbackup/), and under **Supported Products** select **NetBackup**. Then search for **NetBackup Alta View API**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6082

Message: Failed to get the data collection status for Cohesity Alta View.

Explanation: Failed to get the data collection status for Cohesity Alta View.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6083

Message: Failed to update the data collection status for Cohesity Alta View.

Explanation: Failed to update the data collection status for Cohesity Alta View.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6084

Message: Failed to get the server information for the NetBackup primary server.

Explanation: Failed to get the server information for the NetBackup primary server.

Recommended Action: Review the NetBackup Web Service logs for the specific cause of the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6085

Message: The proxy server is not reachable. The proxy server details that are configured are not valid.

Explanation: The proxy server is not reachable. The proxy server details that are configured are not valid.

Recommended Action: Verify that the proxy server is reachable on the network and verify the proxy server details that are configured for Alta View server communication are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6100

Message: Failed to forward connection socket to the Private Branch Exchange.

Explanation: In a NAT environment, if the Private Branch Exchange is heavily loaded, it can refuse to accept a new connection.

Recommended Action: Check the Private Branch Exchange or the subscriber process logs for more information. Retry the operation after some time.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6101

Message: An internal error has occurred during the subscriber process.

Explanation: The subscriber process cannot connect and process the message queue broker messages because of some internal error.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6102

Message: A socket that connects the subscriber and the message queue broker processes is closed.

Explanation: An existing connection between the subscriber and the message queue broker processes is closed.

Recommended Action: Do the following:

- Check the subscriber logs.
- Ensure that the message queue broker process is running on the server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6103

Message: A socket that connects the publisher and the message queue broker processes is closed.

Explanation: An existing connection between the publisher and the message queue broker processes is closed.

Recommended Action: See the process logs that publish messages to message queue broker for more logs. Also ensure that message queue broker on the master server is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6104

Message: The publisher process cannot publish messages to the message queue broker.

Explanation: The publisher process is connected to the message queue broker but cannot publish the messages.

Recommended Action: Do the following:

- Check the subscriber process logs of the remote client for more details.
- Check that remote client is up and running.
- Check that subscriber service on remote client is running.
- Check that subscriber service has valid certificate to communicate with master.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6105

Message: The publisher and or subscriber process does not receive an acknowledgment for the published message.

Explanation: The message queue broker process cannot send an acknowledgment to the publisher and or subscriber process after a message is sent or received.

Recommended Action: Ensure that the subscriber is connected to the message queue broker.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6106

Message: Failed to build a message that is to be published in a JSON format.

Explanation: Failed to build a message in a required format.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6107

Message: Failed to parse the JSON message that the message queue broker has sent.

Explanation: Failed to parse the JSON message.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6108

Message: The message type of the message queue broker is not supported.

Explanation: The message type of the message queue broker is not supported.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6109

Message: Message queue broker details in the JSON response are not valid.

Explanation: Message queue broker details in the JSON response are not valid.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6405

Message: Specified path does not exist on the local disk.

Explanation: The target host staging location should not be the network path.

Recommended Action: Specify a staging location on the target host that is on its local disk.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6172

Message: Your sign in attempt was denied by the administrator.

Explanation: The NetBackup risk engine detects system anomalies and sends alerts, which lets you take action before a security threat occurs. If your NetBackup server is configured to detect unusual sign-ins and if unusual sign-ins are detected on your NetBackup server, a multiperson authorization ticket is created for the logon request. This message is seen when the NetBackup administrator denies the user's NetBackup logon attempt.

Recommended Action: Contact the NetBackup administrator to resolve this issue.

here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6173

Message: The ticket for your sign in request has expired.

Explanation: The NetBackup risk engine detects system anomalies and sends alerts, which lets you take action before a security threat occurs. If your NetBackup server is configured to detect unusual sign-ins and if unusual sign-ins are detected on your NetBackup server, a multiperson authorization ticket is created for the logon request. This message appears when the multiperson authorization ticket expires. Possible causes are that the sign in request wasn't approved in time by an administrator.

Recommended Action: Determine if the approver exists in the system. If they do, sign in again to generate a new multiperson authorization ticket. If the NetBackup administrator approves your request, you can log on successfully.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6174

Message: Sign-in request was denied for security reasons.

Explanation: The NetBackup risk engine detects system anomalies and sends alerts, which lets you take action before a security threat occurs. If your NetBackup server is configured to detect unusual sign-ins and if unusual sign-ins are detected on your NetBackup server, a multiperson authorization ticket is created for the logon request.

Recommended Action: If you receive this message when trying to complete a trust primary operation, you can use the `nbseccmd` to complete the operation. See the *NetBackup Commands Reference Guide* for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6175

Message: The sign in request failed.

Explanation: The NetBackup risk engine detects system anomalies and sends alerts, which lets you take action before a security threat occurs. If your NetBackup server is configured to detect unusual sign-ins and if unusual sign-ins are detected on your NetBackup server, a multiperson authorization ticket is created for the logon request. You see this message when the sign-in request failed due to a system error.

Recommended Action: Review the NetBackup Web Services logs for errors and retry the log on.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6176

Message: Failed to cancel the sign in request.

Explanation: The NetBackup risk engine detects system anomalies and sends alerts, which lets you take action before a security threat occurs. If your NetBackup server is configured to detect unusual sign-ins and if unusual sign-ins are detected on your NetBackup server, a multiperson authorization ticket is created for the logon request. You can cancel this multiperson authorization ticket. You see this message when the cancellation of multiperson authorization failed.

Recommended Action: You can ignore this error message.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6406

Message: WMI connection to the target host is failed.

Explanation: The WMI connection to the target host from recovery host failed.

Recommended Action: The failed connection can be due to the following list:

- To connect with WMI and DCOM service, user must have the required permission to connect with the remote WMI service.
- Firewall exceptions are set up to allow WMI traffic through the firewall.
- GPO/Software restriction policy or an antivirus software blocks access.
- Ensure that target host is accessible. Validate the given target host credentials.
- Ensure that the target host trust relationship with domain is intact. If you communicate across domains, two-way trust relationship between different domains exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6416

Message: Unable to find the specified file on the remote server.

Explanation: The specified staging location does not exist on the target host.

Recommended Action: Verify that the specified staging location on the target host exists or specify another valid staging location.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6423

Message: File exists with same name as the directory.

Explanation: A file already exists on the target host with the same name of the directory path that is provided as a staging location.

Recommended Action: On the remote host, check if a file already exists with the same name and path as the staging location. If the file exists, rename or remove that file, or specify an alternate staging location.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6430

Message: Failed to validate administrative privileges for the user.

Explanation: The user of the target host doesn't have the administrative privileges for the agentless files and folders restore operation to proceed.

Recommended Action: The provided credentials do not have the required permissions on the target host for agentless files or folders restore. For a Windows target host, you must use the credentials that are part of the local administrator group on the target host. For a UNIX target host, use the credentials that are a `root` or `sudo` account with `ALL` permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6431

Message: Failed to connect a network resource using windows API.

Explanation: The administrator share of the target host is not accessible from the recovery host for agentless files or folders restore.

Recommended Action: As a part of agentless files and folders restores operation, the SMB Admin share is created from the recovery host on the target host with the credentials provided by user. This error is seen when the target host for agentless restore has a Windows OS and the administrator share of the target host is not accessible from the recovery host. Verify the following items on the target host:

- Firewall exceptions are set up correctly.
- File and printer sharing is enabled.
- GPO/Software restriction policy or an antivirus software does not block access.
- Target host is accessible with valid credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6435

Message: Unable to retrieve user's home directory on the target host. Specify the custom staging location.

Explanation: The user's default staging location, which is the home directory, can't be retrieved on the target host. The user must enter a valid staging location path.

Recommended Action: The user's default staging location, which is the home directory, can't be retrieved on the target host. Retry the operation with a valid staging location.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6437

Message: Failed to establish SSH session with host.

Explanation: Failed to establish SSH session with host.

Recommended Action: Retry the operation after verification of all the following criteria are satisfied:

- Verify that `aes256-ctr` is the supported cipher used for communication. Verify that both the recovery host and the target host support this cipher.
- Verify at least one of the following HMAC protocols are supported on both recovery host and target host: `hmac-sha2-256`, `hmac-sha2-512`.
- Verify that the method that is used for generating the host key is one of the following:
  - `ECDSA_SHA2_NISTP256`
  - `ECDSA_SHA2_NISTP384`
  - `ECDSA_SHA2_NISTP521`
  - `SSH_RSA`
  - `SSH_DSS`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6438

Message: Failed to verify SSH key fingerprint of host.

Explanation: The SSH key fingerprint of target host that is provided is not correct.

Recommended Action: Verify the SSH key fingerprint of the target host and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6440

Message: Failed to authenticate the host with provided user name or password.

Explanation: The target host authentication fails with the provided user name and password.

Recommended Action: Verify the user name and password of the target host and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6441

Message: Failed to authenticate the host with specified SSH key.

Explanation: Authentication fails on the target host with the provided SSH private key.

Recommended Action: Verify the SSH private key and the key passphrase if used to generate the SSH private key of the target host and retry. Ensure that the corresponding public key is present in the `authorized_keys` file in `/root/.ssh` folder at the target host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6459

Message: Matching SSH key fingerprint host key method was not found on target host.

Explanation: Unable to find the specified SSH key fingerprint host key method on the target host.

Recommended Action: Ensure that either:

- The supported host key method of the specified SSH key fingerprint is available on target host.
- Provide SSH fingerprint of the host key method that is configured on target host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6530

Message: Unable to start SharePoint web service on server

Explanation: The NetBackup SharePoint GRT web service, `Veritas.NetBackup.SPServiceHost.exe`, does not start on the front-end server.

Recommended Action: The SharePoint GRT web service, `Veritas.NetBackup.SPServiceHost.exe`, is deployed by default on the NetBackup clients and starts only during the restores of SharePoint 2016 backups. After the restore is completed, the web service is stopped.

Verify that SharePoint 2016 has been installed correctly on the front-end server. You can also try to manually start the service, `Veritas.NetBackup.SPServiceHost.exe`, from the command line. Verify that the service starts during the restore and stops after the restore is completed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6531

Message: Validation of operating system user/password failed for client

Explanation: The SharePoint credentials are missing or the NetBackup client service is not running with SharePoint administrator rights.

Recommended Action: Configure the SharePoint credentials on all of the nodes that are used to browse, backup, or restore.

See "Configuring the logon account for the NetBackup Client Service for NetBackup for SharePoint" in the NetBackup for Microsoft SharePoint Server Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6600

Message: The BigData policy job failed. Check and verify that you have entered valid credentials and provided correct entries for the application server or the backup hosts.

Explanation: This error occurs when there is an issue with validating a BigData policy.

Recommended Action: Check and verify that you have entered the valid credentials, provided correct entries for the application server or the backup hosts, and resolved any network connectivity issues.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6601

Message: One or more of the input parameters or arguments are invalid.

Explanation: The input parameter or the argument can become invalid for the following reasons:

- An incorrect or no value is specified for the application server or the backup host.
- NetBackup could not reach the application server or the backup host.
- NetBackup could not find the object to complete the job.
- An appropriate plug-in is currently unavailable.

Recommended Action: Check and verify that you have entered valid credentials and provided the correct entries for the application server or the backup host. Ensure that the BigData framework libraries are correctly installed on the computer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6602

Message: Insufficient memory or inadequate resources available to complete the job.

Explanation: This error occurs because of the following reasons:

- The memory allocation to the system is insufficient.
- The resources that are available to the system are inadequate.

Recommended Action: Ensure that sufficient memory is allocated and adequate resources are available to the system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6603

Message: Cannot complete the operation. Access to the server is denied due to a lack of system permissions.

Explanation: The user does not have the permissions that are required to complete an operation.

Recommended Action: Check to see if the user has the required permissions to access the application server and to complete a backup or restore operation. Ensure that you have added the backup host to the relevant access lists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6604

Message: Failed to complete the operation. The number of open objects on the server has reached its limit.

Explanation: There are multiple concurrent jobs running on the application server.

Recommended Action: Increase the limit of open objects. To increase the limit of open objects, see the appropriate plug-in support guide. Alternatively, you can check the open file settings on the backup host. For example, `ulimit -n` on UNIX systems.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6605

Message: Unable to process the request because the server resources are busy.

Explanation: The server resources are either busy or unavailable and this causes the job to fail.

Recommended Action: Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6606

Message: Failed to complete the operation. The object already exists.

Explanation: The file system folder or the virtual machine already exists.

Recommended Action: Do the following, as appropriate:

- If one or more virtual machines exist with the same name, you can either rename or delete one of the virtual machines.
- Check the NetBackup logs (`bpbkar` logs or `nbappdiscv` logs) for more information.
- In addition, you may want to remove the relevant state file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6607

Message: The version of NetBackup does not match the version of the BigData framework libraries.

Explanation: There is a version mismatch between NetBackup and the BigData framework libraries.

Recommended Action: Ensure that NetBackup and the BigData framework libraries are correctly installed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6608

Message: The version of NetBackup does not match the version of the plug-in libraries.

Explanation: There is a version mismatch between NetBackup and the plug-in libraries for BigData applications.

Recommended Action: Ensure that NetBackup and the relevant plug-in libraries are correctly installed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6609

Message: The NetBackup plug-in cannot complete the operation because the object is invalid.

Explanation: This error can occur because of the following reasons:

- The application type is either not specified or its value is empty.
- An appropriate plug-in may not be available to complete the operation.

Recommended Action: Do the following, as appropriate:

- Check and verify that you have entered the correct entries for the application server or the backup hosts.
- Ensure that you have installed the correct plug-in to successfully complete the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6610

Message: An internal error occurred in the NetBackup processes.

Explanation: There is an internal error in the NetBackup processes.

Recommended Action: Check the NetBackup debug logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6612

Message: Unable to process the request because the server resources are either busy or unavailable. Retry the operation.

Explanation: The application server or the backup host is either busy or unavailable.

Recommended Action: Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6614

Message: Failed to complete the operation.

Explanation: The application server or the backup host shuts down abruptly or crashes while a job is in progress.

Recommended Action: Retry the operation after the system is up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6616

Message: The operation type is currently not supported.

Explanation: This error can occur because of the following reasons:

- The selected schedule type is not supported.
- The application server does not support the operation. For example, the snapshot operation may not be supported for certain directories.

Recommended Action: Ensure the plug-in supports the type of backups or operations that you are trying to complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6617

Message: A system call failed.

Explanation: An internal error occurred in the application server or the operating system.

Recommended Action: Check the system logs or the operating system logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6618

Message: NetBackup cannot find the file to complete the operation.

Explanation: A file that needs to be backed up is not found or the access permission to the file has changed.

Recommended Action: Verify the location of the file. Check if the file was deleted during the backup job. Ensure that the file has the required access permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6619

Message: An error occurred because of a network connectivity issue.

Explanation: A network problem caused a socket read failure.

Recommended Action: To resolve the network connectivity issues, check the system logs and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6620

Message: The server has exceeded its connection limit.

Explanation: The server has reached the maximum limit of open connections.

Recommended Action: Increase the limit of open objects. To increase the limit of open objects, see the appropriate plug-in support guide. Alternatively, you can check the open file settings on the backup host. For example, `ulimit -n` on UNIX systems.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6621

Message: An error occurred because the network protocol is not supported.

Explanation: The protocol used to communicate with the application server may not be supported.

Recommended Action: Verify and resolve any network connectivity issues. To resolve the network connectivity issues, check the system logs and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6622

Message: An internal error has occurred in the NetBackup process.

Explanation: A NetBackup process created an internal error.

Recommended Action: Review the NetBackup logs for more details.

- In the case of an OpenStack workload, update the image service name to `glance`. Run the following command in the OpenStack console:

  `openstack service set --name glance` *`name or ID of image service`*

- In the case of a Hadoop workload, verify the `hadoop.conf` JSON file format is valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6623

Message: Failed to connect to the application server or the backup host. The server is either shut down or not reachable.

Explanation: This error can occur because of the following reasons:

- The application server is either shut down or it is not reachable.
- The application server was unable to establish a connection with the backup host.

Recommended Action: Verify and resolve any network connectivity issues. Ensure that the application server and the backup host are up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6625

Message: The backup host is either unauthorized to complete the operation or it is unable to establish a connection with the application server.

Explanation: This error can occur because of the following reasons:

- The backup host is not authorized to complete an operation.
- The backup host cannot establish a connection with the application server.
- The backup host is not added to the relevant access lists.

Recommended Action: Ensure the following:

- The backup host has the required permissions.
- The firewall issue between the backup host and the application server is resolved.
- The backup host is added to the relevant access lists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6626

Message: The server name is invalid.

Explanation: The name of the application server is incorrect or invalid.

Recommended Action: Ensure that you have provided the correct name for the application server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6628

Message: Unable to establish a network connection due to an error with the Domain Name Service (DNS).

Explanation: There is an error within the DNS.

Recommended Action: Verify and resolve any network connectivity issues or DNS issues. To resolve the network connectivity issues, check the system logs and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6629

Message: Unable to complete the operation. Failed to authorize the user or the server.

Explanation: The user or the server is unauthorized to complete an operation.

Recommended Action: Ensure that the user has the required permissions and that the server (application server or a backup host) is added to the relevant access lists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6630

Message: Unable to process the request because the server resources are either busy or unavailable. Retry the operation.

Explanation: This error can occur because concurrent restore jobs are in progress for the same file or object.

Recommended Action: Ensure that a single job is resorting a particular file or an object.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6631

Message: There is insufficient storage available to the system.

Explanation: The application server or the backup host has insufficient storage available to complete an operation.

Recommended Action: Ensure that sufficient storage is available to the system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6633

Message: Unable to complete the operation. Access to the object is denied due to a lack of system permissions.

Explanation: You do not have the required permissions to complete an operation.

Recommended Action: Ensure that you have read and write access to the file or the object.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6634

Message: Unable to find the file or the object.

Explanation: A file or an object is either invalid or it does not exist.

Recommended Action: Check if the file or the object is available at the specified location. Provide valid entries to complete the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6635

Message: The version of the server does not support the requested operation.

Explanation: The version of the application server does not currently support the operation that you have requested.

Recommended Action: Ensure that the version of the server supports the operation that you have requested.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6640

Message: The version of the NetBackup process does not match with the version of the BigData framework libraries.

Explanation: There is a version mismatch between NetBackup and its framework libraries.

Recommended Action: Ensure that NetBackup and its framework libraries are correctly installed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6641

Message: The relevant libraries are either unavailable or inaccessible.

Explanation: The plug-in libraries are either unavailable at the specified location or they do not have the required access permissions.

Recommended Action: Ensure that NetBackup and its framework libraries are correctly installed and granted relevant access permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6642

Message: The relevant libraries are either unavailable or the plug-in does not support the requested operation.

Explanation: This error occurs because of the following reasons:

- NetBackup is unable to find a specific symbol from a plug-in.
- The plug-in version does not support the operating system or the requested operation.

Recommended Action: To resolve this issue, check the NetBackup logs for missing symbols.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6643

Message: An internal error occurred in the NetBackup processes.

Explanation: The plug-in stopped responding during a backup or a restore job.

Recommended Action: Check the NetBackup logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6644

Message: An internal error occurred in the NetBackup processes.

Explanation: This error is an internal error in the NetBackup processes.

Recommended Action: Check the system logs or the operating system logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6646

Message: Unable to communicate with the server.

Explanation: You have provided incorrect credentials or invalid inputs for the application server or the backup host.

Recommended Action: Ensure that you have entered valid credentials and provided the correct entries (such as the host name and port number) for the application server or the backup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6647

Message: Unable to create or access a directory or a path.

Explanation: NetBackup is unable to mount or access a directory or a path.

Recommended Action: Ensure that the application server lets the backup host access its files or directories to complete the operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6649

Message: The relevant libraries are either unavailable or inaccessible.

Explanation: The plug-in libraries are either unavailable at the specified location or they do not have the required permissions.

Recommended Action: Ensure that NetBackup and its framework libraries are correctly installed and have relevant access permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6650

Message: The relevant libraries are either unavailable or the plug-in does not support the requested operation.

Explanation: This error occurs because of the following reasons:

- NetBackup is unable to find a specific symbol from a plug-in.
- The plug-in version does not support the operating system or the requested operation.

Recommended Action: To resolve the issue, check the NetBackup logs for a missing symbol.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6652

Message: Failed to complete the operation. The version of the plug-in might not support the requested operation.

Explanation: The plug-in libraries do not support the operation that you have requested.

Recommended Action: Ensure that the plug-in version supports the operation that you have requested.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6653

Message: The selected schedule type is currently not supported.

Explanation: Currently, the plug-in does not support the selected schedule type.

Recommended Action: When you create a BigData policy, ensure that the plug-in supports the selected schedule type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6654

Message: Unable to retrieve the credentials for the server.

Explanation: You have provided invalid credentials to access the application server or the backup host.

When you create a BigData policy, you have provided a parameter value that is incorrect or contains invalid characters.

Recommended Action: Ensure that you have entered valid credentials and provided correct entries for the application server or the backup host.

Creating a BigData policy:

- Hadoop: When setting the `Application_Type` parameter, you cannot use any uppercase letters. Example of correct form:

```
Application_Type=hadoop
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6655

Message: The virtual machine does not exist.

Explanation: You have incorrectly provided the display name of the virtual machine.

Recommended Action: Enter a valid name for the virtual machine. The virtual machine display name is case sensitive and it does not allow spaces and certain special characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6656

Message: Invalid credentials. Verify and enter the correct credentials.

Explanation: This error is encountered if you enter invalid workload credentials.

Recommended Action: Verify and re-enter the valid credentials for the workload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6657

Message: The server you are trying to connect is not responding.

Explanation: This error is encountered if the application server you are trying to connect to is not responding.

Recommended Action: Verify that the application server is up and running and try reconnecting with the server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6658

Message: The backup failed. The snapshot could not be created.

Explanation: This error is encountered if the discovery fails for the BigData workload.

Recommended Action: Refer to the errors listed in the `nbaapidiscv` log on the backup host and troubleshoot the issues

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6659

Message: The backup failed. The workload file could not be created.

Explanation: This error is encountered if the workload plug-in fails to create the workload files on the backup host.

Recommended Action: Refer to the errors listed in the `nbaapidiscv` log on the backup host and troubleshoot the issues.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6661

Message: Unable to find the configuration parameter.

Explanation: The following items can cause this issue:

- The required `azurestack` configuration parameter was not found in the `.json` credential file on the master server that was specified in the `tpconfig` command.
- The required Cassandra configuration parameter was not found in the `cassandra.conf` file on the backup host.

Recommended Action: Perform the following, as appropriate:

- Verify the content of the `azurestack` configurations in the credential file that was specified with the `tpconfig` *`application_server_conf`* command option. Based on the missing configuration parameter, modify the configuration that is specified in the credential file and update the `tpconfig` entry on the master server.
- Verify the content of the Cassandra production cluster and the DSS cluster details in the `cassandra.conf` configuration file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6662

Message: Unable to find the configuration file.

Explanation: The credential file was not found on the backup host at `/usr/openv/tmp/azurestack`.

Recommended Action: Do the following, as appropriate:

1. Verify that the `/usr/openv/var/global` directory is whitelisted on the master server. Run the `bpgetconfig` command.
2. Verify that the *`application_server_name`*`.conf` credential file is in the `/usr/openv/var/global` directory on the master server.
3. If the credential file is not in the `/usr/openv/var/global` directory on the master server, create a `.json` credential file with the `azurestack` configurations with any file name (for example, `azurestackserver.conf`) at any location on the master server.
4. Add this file name with the `tpconfig add` command. Verify that the file is in the `/usr/openv/var/global` directory with filename `application_server_name.conf` after adding `tpconfig` entry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6663

Message: Failed to establish a Secure Shell connection with the remote server.

Explanation: If the application server credentials or the fingerprints are incorrect, a Secure Shell (SSH) connection with the remote server cannot be created.

Recommended Action: Verify that you entered the valid credentials for the application server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6664

Message: Unable to load JSON object.

Explanation: Unable to load JSON object.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

When performing a backup or restore of a Cassandra database, perform the following as appropriate:

- Verify that the production host user password is correct.

- Verify that the DSS host user password is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6665

Message: There was an error constructing the URL.

Explanation: There was an error constructing the URL.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6666

Message: The MongoDB processes are not running on the host.

Explanation: The pre-backup and pre-recovery check validates if the MongoDB processes (`mongod` or `mongos`) are running on the MongoDB server. If the processes are not found, the checks fail and recovery does not start.

Recommended Action: To backup or recover the MongoDB databases, ensure that the MongoDB cluster is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6667

Message: The `mongod` process is not running on the host.

Explanation: The pre-recovery check validates if the MongoDB process (`mongod`) is running on the MongoDB server. If the process is not found, the pre-recovery check fails and recovery does not start.

Recommended Action: To recover the MongoDB databases, ensure that the `mongod` process is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6668

Message: The `mongos` process is not running on the host.

Explanation: The pre-recovery check validates if the MongoDB process (`mongos`) is running on the MongoDB server. If the process is not found, the pre-recovery check fails and recovery does not start.

Recommended Action: To recover the MongoDB databases, ensure that the `mongos` process is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6669

Message: Unable to capture the topology of the MongoDB cluster.

Explanation: The pre-recovery check cannot capture the live topology of the MongoDB cluster.

Recommended Action: Ensure that the correct MongoDB credentials are used or the MongoDB cluster is running. Ensure that the MongoDB shards are connected to the config server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6670

Message: Unable to capture balancer state.

Explanation: The pre-recovery check cannot capture the balancer state of the MongoDB cluster.

Recommended Action: Ensure that the correct MongoDB credentials are used or the MongoDB cluster is running. Ensure that the MongoDB shards are connected to the config server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6671

Message: Unable to find database.

Explanation: The pre-recovery check cannot find the admin database to perform query operations.

Recommended Action: Ensure that the MongoDB cluster is running and admin database is accessible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6672

Message: Failed to shutdown database server.

Explanation: The pre-recovery check cannot find the admin database to perform query operations.

Recommended Action: Ensure that the MongoDB cluster is running and admin database is accessible. Ensure that the correct MongoDB credentials are used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6673

Message: Failed to perform pre-recovery operation.

Explanation: The pre-recovery check fails and recovery process is aborted.

Recommended Action: To recover the MongoDB databases, ensure that the MongoDB cluster is running. Ensure that the MongoDB cluster is running and admin database is accessible. Ensure that the correct MongoDB credentials are used. For more information, refer to the `mdbserver` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6674

Message: Failed to clean the data paths.

Explanation: Cannot clean the MongoDB data path. This issue can result in overwriting the existing data with the recovered data and can lead to database inconsistency.

Recommended Action: Ensure that the data path that is used for running MongoDB processes is correct. For more information, refer to the `mdbserver` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6675

Message: Data path does not exist.

Explanation: The pre-recovery check cannot find the data path.

Recommended Action: Ensure that the data path that is used for running MongoDB processes is correct. For more information, refer to the `mdbserver` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6676

Message: Unable to complete the operation because the MongoDB processes are running on the server.

Explanation: The post-recovery check detects that the MongoDB process is running on the server and cannot perform the MongoDB cluster recovery.

Recommended Action: Ensure that the MongoDB processes are not spawned before the MongoDB cluster recovery is complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6677

Message: Unable to add a shard to the MongoDB cluster.

Explanation: The post-recovery operation did not add the required shard to MongoDB cluster.

Recommended Action: Ensure that the `mongos` process is running on the config server. Ensure that the correct MongoDB credentials are used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6678

Message: Failed to initiate the shard.

Explanation: The post-recovery operation did not initiate the shard. The shard cannot be added to the MongoDB cluster.

Recommended Action: Ensure that the `mongod` process is running on the config server. Ensure that the correct MongoDB credentials are used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6679

Message: Failed to perform post-recovery operation.

Explanation: The post-recovery check fails and recovery process is aborted.

Recommended Action: For more information about the error, refer to the Cohesity `mdbserver` logs or MongoDB logs. If the issue persists, visit support.cohesity.com. The Cohesity Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6680

Message: Unable to recover the MongoDB cluster.

Explanation: The post-recovery operation is unable to start the MongoDB cluster.

Recommended Action: For more information, refer to the `mdbserver` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6681

Message: Multiple objects with same name found.

Explanation: This error is encountered when multiple instances with same display name are present in OpenStack and one of these is specified in the backup selection.

Recommended Action: Ensure that the instance display names are unique and reconfigure the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6682

Message: Host not found.

Explanation: Instance name or ID is inaccurate or does not exist in OpenStack.

Recommended Action: Verify the instance name or ID and reconfigure the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6683

Message: Failed to create instance snapshot.

Explanation: During the backup operation, instance snapshot was not created.

Recommended Action: Verify the OpenStack logs and also ensure that instance snapshot can be created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6684

Message: Failed to create volume snapshot.

Explanation: During the backup operation, volume snapshot was not created.

Recommended Action: Verify the OpenStack logs and also ensure that volume snapshot can be created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6685

Message: Volume creation is in an invalid state.

Explanation: Backup fails if the volume creation operation completion state is not displayed as ‘active’ in OpenStack.

Recommended Action: Verify the OpenStack logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6686

Message: Failed to retrieve volume details.

Explanation: During backup or restore, the volume details of the snapshot cannot be retrieved.

Recommended Action: Verify the OpenStack logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6687

Message: Volume snapshot creation is in an invalid state.

Explanation: Volume snapshot creation fails if the completion state is not displayed as `available` in OpenStack.

Recommended Action: Verify the OpenStack logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6688

Message: Failed to retrieve volume snapshot details.

Explanation: During backup or restore, the volume snapshot details cannot be retrieved.

Recommended Action: Verify the OpenStack logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6689

Message: MongoDB topology has changed since the last backup. You must create a full backup.

Explanation: During an incremental backup, NetBackup discovers the topology and compares it with previously backed up topology. NetBackup fails the incremental backup if the MongoDB topology gets changed (For example: addition of new shards or removal of existing shards).

Recommended Action: Run a full backup if the topology has changed. Following a successful full backup, an incremental backup should be possible.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6690

Message: The MongoDB rename file is either missing or invalid.

Explanation: NetBackup fails the restore because of the following:

- If the MongoDB rename file contents are syntactically incorrect
- A single MongoDB instance `host:port` is redirected to multiple `host:port` as part of multiple change entries.

Recommended Action: Review the syntax of the entries in the rename file. In case of recovery to the alternate application server, make sure that the alternate application server is specified in change entry in format as `ALT_APPLICATION_SERVER=Host:Port`. Also, verify that a single instance `host:port` is not redirected to multiple `host:port`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6691

Message: Unable to create MongoDB restore specification file.

Explanation: NetBackup fails to initiate the restore job when the restore specification file is not created or not transferred to backup host (**Destination client**).

Recommended Action: Make sure that the backup host (**Destination client**) is reachable by the NetBackup master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6692

Message: Unable to read and process the MongoDB restore specification file.

Explanation: NetBackup fails to initiate the restore job when the backup host (**Destination client**) is unable to read and process the restore specification file.

Recommended Action: Ensure that the NetBackup backup host (**Destination client**) has the proper access permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6693

Message: Unable to read and process the MongoDB configuration file.

Explanation: NetBackup fails to initiate the restore job when the backup host (**Destination client**) is unable to read and process the MongoDB configuration file (`mongodb.conf`).

Recommended Action: Ensure that the NetBackup backup host (**Destination client**) has the proper access permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6694

Message: Backup of MongoDB is supported only on Logical Volume Management based volumes.

Explanation: NetBackup fails the MongoDB backup job when the database directory is not mounted on a logical volume.

Recommended Action: Ensure to mount the database directory on a logical volume.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6695

Message: Backup of MongoDB on VxFS volumes is not supported.

Explanation: NetBackup fails the MongoDB backup job when the database directory is mounted on VxFS volumes. NetBackup only supports Logical Volume Management based volumes.

Recommended Action: Ensure to mount the database directory on a logical volume.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6696

Message: Simultaneous backup operations on same or different MongoDB instances on a machine are not supported. Reschedule the operations to run at different times.

Explanation: NetBackup fails the simultaneous backup operations which back up the MongoDB instances on the same machine.

Recommended Action: Reschedule the backup of multiple instances on the same machine to run at different times.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6697

Message: Maximum number of supported volumes has been reached.

Explanation: During a backup of an OpenStack instance, volumes that are associated with the instance are also backed-up. If the total number of associated volumes exceed 32, then the backup fails.

Recommended Action: The maximum number of attached volumes that are supported is 32.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6698

Message: Maximum number of supported security groups exceeded.

Explanation: The maximum number of supported OpenStack security groups has been reached. Currently, NetBackup supports a maximum of 32 security groups during an OpenStack backup.

Recommended Action: The maximum number of security groups that are supported is 32. Adjust the number of security groups and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6699

Message: Maximum number of supported attached volumes exceeded.

Explanation: The maximum number of supported OpenStack extended attached volumes has been reached. Currently, NetBackup supports a maximum of 32 extended attached volumes during OpenStack backup.

Recommended Action: The maximum number of extended attached volumes that are supported is 32. Adjust the number of attached volumes and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6700

Message: Maximum number of supported network interfaces reached.

Explanation: The Maximum number of supported OpenStack network interfaces has been reached. Currently, NetBackup supports a maximum of 100 network interfaces backup during OpenStack Instance backup.

Recommended Action: The maximum number of network interfaces that are supported is 100. Adjust the number of network interfaces and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6701

Message: Unable to open the device.

Explanation: During the OpenStack backup process, the volume to be backed up is attached to a backup host. This error indicates that the volume attachment operations with the backup host failed.

Recommended Action: Verify that your storage system is in good state. Also verify your backup host and instance to be backed up are on the same Hypervisor.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6702

Message: Unable to obtain the authentication token.

Explanation: During an OpenStack backup process, an Authorization Token is generated to access objects in OpenStack. This error indicates that the token generation for this user context failed.

Recommended Action: The token is generated using a combination of user name, user password, user domain name, project name, and project domain name. Verify that these values are correctly mentioned in `creds` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6703

Message: Backup of an instance with flavor disk size 0 and booting from image is not supported.

Explanation: The OpenStack instance booting from an image with a flavor of disk size 0 is not a valid combination OpenStack supports. NetBackup does not support the backup operation of this type of instance.

Recommended Action: Verify that NetBackup does not attempt to back up an instance booting from an image and using a flavor with disk size 0.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6704

Message: Restoring multiple MongoDB nodes on one replica set is invalid.

Explanation: Restore operation fails as more than one node in a replica set has been selected for restore.

Recommended Action: Only one node can be restored in a replica set. Select redirect restore and edit the path to point to one node from the replica set. If your

backup was done from different nodes due to role changes, select all nodes to be restored to one node on the destination cluster. This operation should be done by selecting the alternate restore option in the restore workflow. Use the alternate restore option in the restore workflow.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6705

Message: Restoring MongoDB data on an arbiter node is invalid.

Explanation: Restore operation fails as the destination node that is selected for the restore operation is an arbiter. Restoring to an arbiter node is not supported.

Recommended Action: Select another node in the destination MongoDB cluster that is not an arbiter in the destination MongoDB cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6706

Message: A discovered shard was found in drain state, cannot proceed with backup.

Explanation: Backup cannot be done when the shard is in a drain state.

Recommended Action: Retry the backup operation when the shard is out of the drain state. Refer to the MongoDB Administrator's Guide to change the state of the shard.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6707

Message: An unsupported MongoDB storage engine is detected.

Explanation: NetBackup supports backup and restore only Wired Tiger Storage engine for MongoDB.

Recommended Action: Change the storage engine to Wired Tiger and resubmit your operation. Refer to MongoDB documentation for changing the storage engine.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6708

Message: Unable to parse command output.

Explanation: Failed to parse the Mongo command output or did not get any output from the Mongo command.

Recommended Action: Refer to the `mdbserver` logs to get more details of the command status and its failure. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6709

Message: Unable to run the command.

Explanation: During a backup and restore operation NetBackup runs several Mongo commands. One of these commands has failed.

This issue can arise when communication with the Cassandra database is interrupted.

Recommended Action: Multiple workloads can show this error. Review the following information for your specific workload.

When performing a backup or restore of a MongoDB, review the following:

- Refer to the `mdbserver` logs to find the error code and refer to the MongoDB Administrator's Guide for the reason of the failure based on the error code. If running an incremental backup on MongoDB version 4.4 or later, then ensure to have the `mongodump` utility installed. After installation, retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.
- When certificate-based authentication is enabled, differential incremental backups may fail. Refer to the `mdbserver` logs to find the error code and command details. If the `mdbserver` logs indicate a `mongodump` command failure, try running the `mongodump` command manually on the MongoDB host and check the error. If the `mongodump` command fails with X509 certificate-related connection errors, you must fix these errors by updating the MongoDB server certificates with the `subjectAltName` property as per the MongoDB documentation. Then retry the differential incremental backup.

When performing a backup or restore of a Cassandra database, perform the following as appropriate:

- Check SSH sessions for production nodes. The CBR node should be able to use SSH to connect to the production nodes.
- Ensure that the CBR node is running and reachable.
- Verify that `nbcbr` process is running. If the process is not running, manually clear the folder that is specified in the Cassandra configuration file on Cassandra cluster nodes and retry the backup operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6710

Message: Pre-check for recovery has failed as WiredTiger log files are present at the database path.

Explanation: WiredTiger log files were found at the destination and no overwrite option was selected. This scenario can result in a recovery failure, hence the pre-recovery operation fails.

Recommended Action: Select the overwrite option in the restore workflow and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6711

Message: Unable to backup MongoDB configuration file.

Explanation: Backup operation also backs up the MongoDB configuration file. An access issue can cause the backup operation to not back up the MongoDB configuration file.

Recommended Action: Review the `mdbserver` logs for more details.

Try the following as appropriate:

- Review the access control for the MongoDB configuration file. Allow the host user that is specified in the `tpconfig` for this node, all the rights that are required to read the MongoDB configuration file.
- Review the access control rights to the snapshot directory that is specified in `tpconfig`. Allow the host user that is specified in the `tpconfig` for this node, the rights to write to the snapshot mount directory.

Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6712

Message: Unable to find operation log for previous backup.

Explanation: During an incremental backup, NetBackup checks for the `oplog` of the previous backup. NetBackup fails the incremental backup if this information is not found in the `oplog` file because it does not have information of the previous backup to base the incremental on. This situation can also occur if the MongoDB topology gets changed (Example: addition of new shards).

Recommended Action: Change the schedule type to full and retry the backup and verify that it completes with no issues. Schedule an incremental backup after the full backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6713

Message: Operation log roll-over detected.

Explanation: During an incremental backup, NetBackup checks for the `oplog` of the previous backup. NetBackup fails the incremental backup if this information is not found in the `oplog` file because it does not have information of the previous backup to base the incremental on. It has been detected that operation logs have rolled over.

Recommended Action: Change the schedule type to full and retry the backup. Schedule an incremental backup after the full backup. Increase the frequency of incremental backups or increase the size of the operation logs such that operation logs do not roll over before the next incremental. This step must be done based on the average number of operations that are done on MongoDB and the recovery point objective for your data. Refer to MongoDB Administrator's Guide to change the operation log size.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6714

Message: Error while collection was iterated.

Explanation: During an incremental backup, NetBackup checks for the `oplog` of the previous backup. NetBackup fails the incremental backup if it's unable to fetch this information from the MongoDB database.

Recommended Action: Refer to `mdbserver` logs to get details of the error. Run a full backup and after the full backup is successful, schedule an incremental backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6715

Message: Operation log verification error.

Explanation: During an incremental backup, NetBackup checks for the `oplog` of the previous backup. NetBackup fails the incremental backup if it is unable to fetch this information from the MongoDB database.

Recommended Action: Refer to `mdbserver` logs to get details of the error. Run a full backup and after the full backup is successful, schedule an incremental backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6716

Message: Failed I/O operation on operation log store info file.

Explanation: During recovery operation NetBackup found a failure in applying the operation logs.

Recommended Action: Review the `nbaapireq_handler` logs and the `mdbserver` logs to troubleshoot the issue. If the failure is for deleting operation logs, manually delete these to bring up the MongoDB instance to get it running. If the failure is in finding the operation log path, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6717

Message: Invalid delete path was passed for restored operation log files. Operation log files have not been deleted.

Explanation: An invalid path has been passed to delete the restore operation log files.

Recommended Action: Refer to `mdbserver` logs for more details. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6718

Message: Unable to replay operation logs.

Explanation: NetBackup received an error while the operation logs were replayed during the recovery process. This error results in the failure of the recovery operation even though the MongoDB instance is up and running.

Recommended Action: If running an incremental recovery on MongoDB version 4.4 or later, then ensure to have the `mongorestore` utility installed. After installation, manually apply the operation log. Refer to the operation logs restored from `mdbserver` logs and restore these manually. Refer to MongoDB Administrator's Guide for the `mongorestore` command parameters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6719

Message: Unable to revoke NetBackup replay operation logs role from user.

Explanation: NetBackup received an error when it attempted to revoke the NetBackup replay operation logs role.

Recommended Action: Review the `mdbserver` logs for details.

Run the following command to manually revoke the NetBackup replay operations logs role on the user: `"db.getSiblingDB('admin').revokeRolesFromUser('{user info}',[{'role':'netbackup-replayoplogs', 'db':'admin'}])`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6720

Message: Unable to drop NetBackup replay operation logs role.

Explanation: NetBackup received an error when it attempted to drop the NetBackup replay operation logs role.

Recommended Action: Review the `mdbserver` logs for details.

Run the following command to manually drop the role for the administrator user:
`"db.getSiblingDB('admin').dropRole('netbackup-replayoplogs')`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6721

Message: Unable to replay operation logs. Also, failed to revoke NetBackup replay operation logs role and drop NetBackup replay operation logs role.

Explanation: NetBackup received an error when it attempted to revoke and drop the NetBackup replay operation logs role.

Recommended Action: Review the `mdbserver` logs for details.

Perform the following:

- Run the following command to manually revoke the NetBackup replay operations logs role for the user:
  `"db.getSiblingDB('admin').revokeRolesFromUser('{user info}',[{'role':'netbackup-replayoplogs', 'db':'admin'}])".`
- Run the following command to manually drop the role of the administrator user:
  `"db.getSiblingDB('admin').dropRole('netbackup-replayoplogs')`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6722

Message: Unable to replay the operation logs. Also, failed to revoke NetBackup replay operation logs role.

Explanation: NetBackup got an error while the operation logs where replayed during recovery process and failed to revoke the NetBackup replay operation logs role. This error results in the failure of the recovery operation even though the MongoDB instance is up and running.

Recommended Action: Manually apply the operation log. Refer to the operation logs restored from `mdbserver` logs and restore these manually. Refer to MongoDB Administrator's Guide for the `mongorestore` command parameters.

Run the following command to manually revoke the NetBackup replay operations logs role on the user: `"db.getSiblingDB('admin').revokeRolesFromUser('{user info}',[{'role':'netbackup-replayoplogs', 'db':'admin'}])`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6723

Message: Unable to replay operation logs. Also, failed to drop NetBackup replay operation logs role.

Explanation: NetBackup got an error while the operation logs were replayed during recovery process and failed to drop the NetBackup replay operation logs role. This error results in the failure of the recovery operation even though the MongoDB instance is up and running.

Recommended Action: Manually apply the operation log. Refer to the operation logs restored from `mdbserver` logs and restore these manually. Refer to MongoDB Administrator's Guide for the `mongorestore` command parameters.

Run the following command to manually drop the role on the administrator user:
`"db.getSiblingDB('admin').dropRole('netbackup-replayoplogs')`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6724

Message: Restore node count is invalid.

Explanation: Restore operation fails as more than one node in a replica set is selected for restore.

Recommended Action: Only one node can be restored in a replica set. If your backup was done from different nodes due to role changes, select all the nodes to be restored to one single node on the destination MongoDB cluster. Use the alternate restore option in the restore workflow.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6725

Message: Unable to find information about the MongoDB replica set.

Explanation: NetBackup is unable to fetch the replica set details from the MongoDB. The operation failed.

Recommended Action: Refer to `mdbserver` logs for more details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6726

Message: Either the backup host that is selected as the destination client is invalid or inaccessible, or the required plug-in is not found on the client.

Explanation: NetBackup was unable to find a valid backup host.

Recommended Action: Make sure that the correct backup host has been selected as the destination. Also, make sure that the MongoDB plug-in is installed on the backup host and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6727

Message: Failed to transfer a file to the remote host.

Explanation: NetBackup failed to copy a file to the remote machine.

Recommended Action: Review the connectivity between the NetBackup client and the MongoDB nodes. Refer to the `nbapidiscv` and `nbaapire_handler` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6728

Message: Invalid backup host was used in the policy.

Explanation: The backup host that is mentioned in the policy is invalid.

Recommended Action: Update the policy to specify the correct backup host. Verify that the appropriate plug-in is installed on the backup host and retry the backup operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6729

Message: Unable to download the thin client from the package repository.

Explanation: NetBackup failed to download thin client from master server.

Recommended Action: Ensure that you have added the `MongoDB_tc` package on the NetBackup master server. Refer to the MongoDB Administrator's Guide to add the thin client using the `nbrepo --add` command. Add the thin client package for

the relevant MongoDB node operating system or add the thin clients for both RHEL and SUSE on your master. Then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6730

Message: The selected schedule type is currently not supported for the sharded cluster that has Feature Compatibility Version 4.2 or later.

Explanation: NetBackup doesn't support differential incremental backup of a sharded cluster which has Feature Compatibility Version of 4.2 or later.

Recommended Action: If you run an incremental on Sharded MongoDB cluster with version 4.2, refer to the MongoDB Administrator's Guide to change the Feature Compatibility Version of MongoDB to 4.0. Retry the operation with a full backup followed by incremental backup. If you do not want to change the Feature Compatibility Version, change the schedule type to only do full backups of this MongoDB instance. Incremental backups are not supported for a Sharded cluster with MongoDB version 4.4 or later.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6731

Message: All the required parameters for authentication type certificate-based are not provided.

Explanation: Based on the MongoDB authentication type all relevant parameters are not set in the `tpconfig` for the MongoDB nodes.

Recommended Action: Ensure that you have provided all authentication details in `tpconfig` for your MongoDB cluster and that you provide all the required parameters. Refer to the *NetBackup for MongoDB Administrator's Guide* for more information on required parameters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6732

Message: Ensure that you provide all the required parameters.

Explanation: Based on the MongoDB authentication type all relevant parameters are not set in the `tpconfig` for the MongoDB nodes.

Recommended Action: Ensure that you have provided all authentication details in `tpconfig` for your MongoDB cluster. Refer to the NetBackup MongoDB Administrator's Guide for more information on required parameters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6733

Message: NetBackup does not support protection of the given MongoDB cluster version.

Explanation: Unsupported MongoDB version.

Recommended Action: Refer to NetBackup Enterprise Server and Server OS Software Compatibility List for your NetBackup client version to find out supported MongoDB version.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6734

Message: Unable to obtain the MongoDB version.

Explanation: Failed to get the MongoDB version.

Recommended Action: Ensure that the MongoDB cluster is up and running and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6735

Message: Unable to obtain the Feature Compatibility Version.

Explanation: Cannot retrieve the MongoDB Feature Compatibility Version.

Recommended Action: Ensure that the MongoDB cluster is up and running and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6736

Message: The source and the target cluster must have the same communication mode for certificate-based authentication.

Explanation: The backup cluster authentication type and restore cluster authentication types must be the same.

Recommended Action: Change the restore cluster authentication type to match with the backup cluster authentication type and retry the restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6737

Message: Unable to stop the balancer on the MongoDB cluster.

Explanation: NetBackup cannot stop the balancer on the MongoDB cluster.

Recommended Action: Refer to `mdbserver` logs for more details. Refer to Mongo logs for more details about the failure. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6738

Message: Unable to start the balancer on the MongoDB cluster.

Explanation: NetBackup cannot start the balance on the MongoDB cluster.

Recommended Action: Refer to `mdbserver` logs for more details. Refer to Mongo logs for more details about the failure. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6739

Message: The cluster is created using the externally sourced configuration file values. NetBackup currently does not support this MongoDB configuration.

Explanation: Unsupported MongoDB configuration.

Recommended Action: NetBackup doesn't support the externally sourced configuration files. Please change the MongoDB configuration to use local configuration files and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6740

Message: Either the MongoDB Version or the Feature Compatibility Version of the MongoDB cluster has changed.

Explanation: The MongoDB configuration has changed since the full backup was taken.

Recommended Action: Run a full backup and then an incremental backup should work.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6741

Message: The quota is exceeded for volumes.

Explanation: This issue is encountered when the OpenStack volume quota is exceeded during backup and or restore operations.

Recommended Action: Ensure that the OpenStack volume quota is large enough to accommodate the creation of new volumes that are required during backup and or restore operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6742

Message: The quota is exceeded for instances.

Explanation: This issue is encountered when the OpenStack instance quota is exceeded while restoring the instance data.

Recommended Action: Ensure that the OpenStack instance quota is large enough to accommodate the creation of new instance that is required during restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6743

Message: Failed to get the instance name.

Explanation: During the backup operation, failed to get the instance name.

Recommended Action: For the backup to succeed, ensure that the OpenStack instance is present in the tenant or the instance name is not blank.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6744

Message: The host name on the backup host is empty.

Explanation: This issue is encountered when NetBackup fails to get the host name of the backup host

Recommended Action: Verify that the host name is properly configured for the backup host and make sure the `/tmp` folder of the backup host is mounted with execution permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6745

Message: Failed to connect to MongoDB instance.

Explanation: During a recovery operation using a simple authentication method, NetBackup failed to connect to the MongoDB instance.

This following may cause this issue:

- NetBackup can fail because of network connectivity issues.
- This error can also occur if the MongoDB instance target destination or `ALT_APPLICATION_SERVER` is an arbiter.

Recommended Action: Perform the following as appropriate:

- Verify that there is connectivity to the MongoDB instance.
- If the MongoDB instance target destination or `ALT_APPLICATION_SERVER` is an arbiter, change it to a non-arbiter MongoDB instance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6746

Message: Connection cannot be established because the backup host failed to resolve the application server.

Explanation: The backup host was not able to resolve the host name of the application server.

Recommended Action: Perform the following as appropriate:

- Ensure that you have entered the correct host name of the application server.
- Try to ping the backup host from the application server and the application server from the backup host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6747

Message: The backup host cannot establish a connection to the application server.

Explanation: The backup host was not able to establish a connection to the application server.

Recommended Action: Perform the following as appropriate:

- Ensure that you have provided the correct host name for the application server.
- Try to ping the backup host from the application server and the application server from the backup host.
- Ensure that the port is updated correctly using `tpconfig` or `hadoop.conf`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6748

Message: A problem has occurred with the SSL or the TLS communication.

Explanation: A problem has occurred with the SSL or the TLS communication.

Recommended Action: Ensure that the certificates that are provided for the SSL or the TLS communication have the correct file format, path, and permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6749

Message: Failed in SSL or TLS communication due to an invalid client certificate.

Explanation: This error can occur in the following cases:

- The certificate is not available at the specified path.

- The certificate is corrupted or inaccessible.

Recommended Action: Ensure that the certificate is accessible and that the specified path is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6750

Message: Failed to verify the application server.

Explanation: The backup host encountered an issue trying to verify the application server. The remote server's SSL certificate or SSH MD5 fingerprint is not correct.

Recommended Action: Ensure that the certificates that are provided for the SSL or the TLS communication have the correct file format, path, and permissions. Also, verify that the certificate is not revoked.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6751

Message: Failed to read the SSL CA certificate.

Explanation: The possible causes are:

- Trust is not established with any Certificate Authority yet.
- Unable to obtain the list of trusted Certificate Authorities to establish a connection with the application server.

Recommended Action: Ensure that the certificates and the CRL files are in the correct format and that the trust store file and the CRL files are not corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6752

Message: An unknown Certificate Authority issued the certificate.

Explanation: The host does not trust the Certificate Authority that issued the certificate.

Recommended Action: Perform the following as appropriate:

- Obtain the CA certificate for the required server and rerun the operation.

- Retry the operation and save all the error log information. If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6753

Message: Ensure that the application server clock and the backup host clocks are synchronized.

Explanation: An invalid certificate was found when a connection to the application server was validated.

Recommended Action: Check if the backup host's clock is in sync with the specified application server. If necessary, correct the time on the application server and rerun the operation and save all error log information. If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6754

Message: The security certificate has expired.

Explanation: An expired certificate was found when a connection to the Application Server was validated.

Recommended Action: Check if the backup host's clock is in sync with the specified Application Server. If necessary, correct the time on the Application host and rerun the operation and save all error log information. If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6755

Message: The certificate revocation list (CRL) is unavailable.

Explanation: The host does not have a certificate revocation list (CRL) cached in the CRL cache.

Recommended Action: If the `ECA_CRL_PATH` setting is specified in the `bp.conf` configuration file, ensure the following:

- The `ECA_CRL_PATH` has the correct certificate revocation list (CRL) directory path.
- The CRL directory contains CRLs for all required certificate issuers.
- The CRL is in PEM format.
- The CRL has not expired.
- The CRL last update date is not a future date.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6756

Message: The certificate revocation list (CRL) has expired.

Explanation: The source CRL copy has expired.

Recommended Action: Provide the CRL that has not expired.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6757

Message: The security certificate is revoked.

Explanation: The security certificate that is provided for the application server is revoked.

Recommended Action: Ensure that the certificate that is provided for the application server is not revoked. Also, if the certificate is not revoked and you still see this error, check if the certificate revocation list (CRL) is updated in the CRL cache.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6758

Message: Unable to decrypt the certificate revocation list (CRL) signature.

Explanation: The actual CRL signature value cannot be determined.

Recommended Action: Use the OpenSSL verify command to check the certificate with the CRL.

Perform the following as appropriate:

- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6759

Message: Certificate revocation list (CRL) signature failure.

Explanation: The signature of the CRL is invalid.

Recommended Action: Use the OpenSSL verify command to check the certificate with the CRL.

Perform the following as appropriate:

- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6760

Message: The certificate revocation list (CRL) is not yet valid.

Explanation: The last update time of the CRL is later than the current time.

Recommended Action: Check your system time or provide a valid CRL.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6761

Message: The certificate revocation list (CRL) last update date is not in a valid format.

Explanation: The CRL last update field contains an invalid time.

Recommended Action: Check the CRL using the OpenSSL command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6762

Message: The certificate revocation list (CRL) next update date is not in a valid format.

Explanation: The CRL next update field contains an invalid time.

Recommended Action: Check the CRL using the OpenSSL command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6763

Message: Unable to retrieve the certificate revocation list (CRL) issuer certificate.

Explanation: The CRL issuer certificate cannot be found during CRL verification.

Recommended Action: Use the OpenSSL verify command to check the certificate with the CRL.

Perform the following as appropriate:

- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6764

Message: Key usage does not include certificate revocation list (CRL) signing.

Explanation: The key usage field of the private key indicates that you must not use a private key to sign a CRL.

Recommended Action: Use the OpenSSL verify command to check the certificate with the CRL.

Perform the following as appropriate:

- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.

- If the verification is successful but the problem persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6765

Message: Critical certificate revocation list (CRL) contains invalid file extensions.

Explanation: Some file extensions in the CRL are not present or valid.

Recommended Action: Check the CRL using the OpenSSL command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6766

Message: The certificate revocation list (CRL) scope is different, it must cover all revocation reasons.

Explanation: The CRL reason and the ALL reason fields are not present in the CRL.

Recommended Action: Check the CRL using the OpenSSL command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6767

Message: Certificate revocation list (CRL) path validation error.

Explanation: Verification of the CRL path caused an error.

Recommended Action: Use the OpenSSL verify command to check the certificate with the CRL.

Perform the following as appropriate:

- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6768

Message: Failed to verify the application server certificate.

Explanation: Failed to verify the application server certificate.

Recommended Action: Retry the operation and if the issue persists, save all error log information and visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6772

Message: An unsupported protocol was used to communicate with the application server.

Explanation: An unsupported protocol was used to communicate with the application server.

Recommended Action: Check the protocol that is used for communication with the application server. If the application server uses HTTP, ensure that the port is updated correctly using `tpconfig` or `hadoop.conf`.

Update the following files in the `bp.conf` file:

- `ECA_TRUST_STORE_PATH`
- `ECA_CRL_PATH`
- `HADOOP_SECURE_CONNECT_ENABLED`
- `HADOOP_CRL_CHECK`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6773

Message: Unable to retrieve the issuer certificate.

Explanation: The issuer certificate cannot be found because it might not be a trusted certificate.

Recommended Action: Ensure that the certificates file formats, paths, permissions, and passwords are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6774

Message: A self-signed certificate cannot be found in the list of trusted certificates.

Explanation: The passed, self-signed certificate cannot be found in the list of trusted certificates.

Recommended Action: Ensure that the certificates file formats, paths, permissions, and passwords are correct. Check if the host certificate contents are part of the certificate that is provided as `ECA_TRUST_STORE_PATH`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6775

Message: Unable to verify the first certificate.

Explanation: Unable to verify the signatures because the chain contains only one certificate and that is not self-signed.

Recommended Action: Ensure that the certificates file formats, paths, permissions, and passwords are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6776

Message: Cannot locate the required VxUpdate package for the NetBackup version of the backup host and the operating system of the MongoDB host.

Explanation: During MongoDB backup and recovery operation, NetBackup failed to locate the required VxUpdate package in the package repository on the NetBackup master server. The required package should correspond to the NetBackup version of the backup host and the operating system of the MongoDB host.

Recommended Action: Ensure that you have added the required VxUpdate package for the MongoDB thin client on the NetBackup master server. Refer to the MongoDB Administrator's Guide to add the thin client using the `nbrepo --add` command. Add the thin client package corresponding to the NetBackup version of the backup host and the operating system of the MongoDB host. Then, retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6777

Message: Partial success - failed to parse access URI for managed disk snapshot.

Explanation: The access URI that was returned as a part of the export-managed disk snapshot operation is not present in the export snapshot HTTP response body. An empty access URI is returned as a part of the managed disk grant access REST API.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

For more information about granting access, refer to:
https://docs.microsoft.com/en-us/rest/api/compute/disks/grantaccess

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6778

Message: Partial success - disk snapshot export failed.

Explanation: Failed to export the managed disk snapshot as a page blob. The manage disk grant access REST API returned an HTTP error code apart from 200 or 202.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

For more information about granting access, refer to:
https://docs.microsoft.com/en-us/rest/api/compute/disks/grantaccess

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6779

Message: Partial success - the disk snapshot cancel export failed.

Explanation: Failed to cancel the export of the managed disk snapshot. The manage disk revoke access REST API returned an HTTP error code apart from 200 or 202.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

For more information about revoking access to a disk, refer to:
https://docs.microsoft.com/en-us/rest/api/compute/disks/revokeaccess

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6780

Message: Partial success - failed to delete the managed disk snapshot.

Explanation: Failed to delete the managed disk snapshot. The manage disk snapshot delete REST API failed with an error apart from 200, 202, or 204.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

For more information about deleting snapshots, refer to: https://docs.microsoft.com/en-us/rest/api/compute/snapshots/delete

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6781

Message: Partial success - invalid access URI returned when disk snapshot was exported.

Explanation: An invalid access URI is returned as part of the managed disk snapshot export operation. This error occurs when you try to access the managed disk snapshot with an empty access URI.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6782

Message: Partial success - the open object for disk operation failed.

Explanation: Unable to read the page blob as a stream for exported managed disk snapshot.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6783

Message: Partial success - Failed to obtain the disk snapshot blob.

Explanation: Unable to obtain the page blob reference on Azure Stack that is created for snapshot.

Recommended Action: This code is displayed due to a backup job that was partially successful.

Perform the following as appropriate:

- Raise the verbose log level to 5 in the `bp.conf` file on the backup host and media server and retry the operation. Review the `nbaapidiscv` and `bpbkar` logs.
- Add `CURL_VERBOSE = true` into `/usr/openv/var/global/azurestack.conf` and retry the operation. Review the failed REST API request and response body.

For more information about the `Get Blob` operation, refer to: https://docs.microsoft.com/en-us/rest/api/storageservices/get-blob

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6784

Message: The asynchronous operation returned an unknown failure.

Explanation: Some Azure Stack REST operations run asynchronously because the operation cannot be completed quickly.

Operations that create, update, or delete (`PUT`, `PATCH`, `DELETE`) a resource typically return a `provisioningState` value. When an operation is completed, one of the following four values is returned: `succeeded`, `failed`, `canceled`, `inprogress`

Recommended Action: If an asynchronous operation fails or returns a canceled error as part if the HTTP response, then the backup operation retries.

You can monitor the status of the asynchronous operation in two different ways. You can determine the correct approach to help you correct the issue by examining the header values that are returned from your original request. Primarily, look for:

- `Azure-AsyncOperation` - The URL for checking the ongoing status of the operation. If your operation returns this value, use it to track the status of the operation.

- `Retry-After` - The number of seconds to wait before the status of the asynchronous operation is checked.

For more information about asynchronous operations, refer to: https://docs.microsoft.com/en-us/azure/azure-resource-manager/management/async-operations

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6785

Message: The asynchronous operation is in progress.

Explanation: Some Azure Stack REST operations run asynchronously because the operation cannot be completed quickly.

Operations that create, update, or delete (`PUT`, `PATCH`, `DELETE`) a resource typically return a `provisioningState` value. When an operation is completed, one of the following four values is returned: `succeeded`, `failed`, `canceled`, `inprogress`

Recommended Action: If an asynchronous operation fails or returns a canceled error as part if the HTTP response, then the backup operation retries.

You can monitor the status of the asynchronous operation in two different ways. You can determine the correct approach to help you correct the issue by examining the header values that are returned from your original request. Primarily, look for:

- `Azure-AsyncOperation` - The URL for checking the ongoing status of the operation. If your operation returns this value, use it to track the status of the operation.
- `Retry-After` - The number of seconds to wait before the status of the asynchronous operation is checked.

For more information about asynchronous operations, refer to: https://docs.microsoft.com/en-us/azure/azure-resource-manager/management/async-operations

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6786

Message: The asynchronous operation failed.

Explanation: Some Azure Stack REST operations run asynchronously because the operation cannot be completed quickly.

Operations that create, update, or delete (`PUT`, `PATCH`, `DELETE`) a resource typically return a `provisioningState` value. When an operation is completed, one of the following four values is returned: `succeeded`, `failed`, `canceled`, `inprogress`

Recommended Action: If an asynchronous operation fails or returns a canceled error as part if the HTTP response, then the backup operation retries.

You can monitor the status of the asynchronous operation in two different ways. You can determine the correct approach to help you correct the issue by examining the header values that are returned from your original request. Primarily, look for:

- `Azure-AsyncOperation` - The URL for checking the ongoing status of the operation. If your operation returns this value, use it to track the status of the operation.
- `Retry-After` - The number of seconds to wait before the status of the asynchronous operation is checked.

For more information about asynchronous operations, refer to: https://docs.microsoft.com/en-us/azure/azure-resource-manager/management/async-operations

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6787

Message: The asynchronous operation was canceled.

Explanation: Some Azure Stack REST operations run asynchronously because the operation cannot be completed quickly.

Operations that create, update, or delete (`PUT`, `PATCH`, `DELETE`) a resource typically return a `provisioningState` value. When an operation is completed, one of the following four values is returned: `succeeded`, `failed`, `canceled`, `inprogress`

Recommended Action: If an asynchronous operation fails or returns a canceled error as part if the HTTP response, then the backup operation retries.

You can monitor the status of the asynchronous operation in two different ways. You can determine the correct approach to help you correct the issue by examining the header values that are returned from your original request. Primarily, look for:

- `Azure-AsyncOperation` - The URL for checking the ongoing status of the operation. If your operation returns this value, use it to track the status of the operation.
- `Retry-After` - The number of seconds to wait before the status of the asynchronous operation is checked.

For more information about asynchronous operations, refer to: https://docs.microsoft.com/en-us/azure/azure-resource-manager/management/async-operations

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6788

Message: The asynchronous operation returned an unknown error.

Explanation: Some Azure Stack REST operations run asynchronously because the operation cannot be completed quickly.

Operations that create, update, or delete (`PUT`, `PATCH`, `DELETE`) a resource typically return a `provisioningState` value. When an operation is completed, one of the following four values is returned: `succeeded`, `failed`, `canceled`, `inprogress`

Recommended Action: If an asynchronous operation fails or returns a canceled error as part if the HTTP response, then the backup operation retries.

You can monitor the status of the asynchronous operation in two different ways. You can determine the correct approach to help you correct the issue by examining the header values that are returned from your original request. Primarily, look for:

- `Azure-AsyncOperation` - The URL for checking the ongoing status of the operation. If your operation returns this value, use it to track the status of the operation.
- `Retry-After` - The number of seconds to wait before the status of the asynchronous operation is checked.

For more information about asynchronous operations, refer to: https://docs.microsoft.com/en-us/azure/azure-resource-manager/management/async-operations

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6789

Message: The configuration is invalid for the specified resource.

Explanation: The configurations that are specified for the restore operation are not in the valid format that is required for a VM creation on Azure Stack.

Recommended Action: Review the tar log file for the exact error message and as per the restore location.

Try one of the following as appropriate:

- Perform a restore to the original location using the **Restore everything to it original location** option.
  - Verify that the configuration during the backup operation of the VM that is specified in the error message is available on Azure Stack.
- Perform an alternate location restore using the **Restore everything to a different location (maintaining existing structure)** option.

- Specify the valid storage account type value in the managed disk rename entry. This step is required only in managed disk VM restores.
- Specify the disk resource group name that is configured in the subscription ID on Azure Stack where you want to restore. Add this information in the managed disk rename entry. This step is required only in managed disk VM restores.
- Specify the correct value of the subscription ID that is configured on Azure Stack where you want to restore for subscription ID rename entry.
- For the `RgName` rename entry, specify the resource group name that is configured for the subscription ID on Azure Stack where you want to restore.
- For the `Nsg` rename entry, specify the network security group that is configured for the subscription ID on Azure Stack where you want to restore. If the resource group for the network security group is different from the VM resource group, it needs to be specified in the `Nsg` rename entry as:
  `Nsg=<ResourceGroup_Name>/<NetworkSecurityGroup_Name>`
- For the `Vnet` rename entry, specify the virtual network that is configured for the subscription ID on Azure Stack where you want to restore. If the resource group for `Vnet` is different from the VM resource group, it needs to be specified in the `Vnet` rename entry as:
  `Vnet=<ResourceGroup_Name>/<virtual_network_Name>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6791

Message: Failed to create the disk.

Explanation: Unable to convert the unmanaged VHD blob to a managed disk during the restore operation for the managed disk VM. A reason for failure can be an operation quota has been exceeded.

Recommended Action: When performing a restore using the **Restore everything to a different location (maintaining existing structure)** option, review the HTTP response or log message in the tar log file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6792

Message: Unable to find a storage account.

Explanation: The storage account is not specified in the rename file or the configuration file as required for the managed and unmanaged disk VM restore.

Recommended Action: Review the tar log file for the exact error message for the restore location.

Try one of the following as appropriate:

- Perform a restore to the original location using the **Restore everything to it original location** option.
  - Verify that the storage account that is specified during the backup of the VM is available during the restore of respective unmanaged and managed VM restore.
  - If you restore a managed disk VM, you need to specify the staging storage account exists in the original restore location on the `azurestack` in the `azurestack.conf` file.
- Perform an alternate location restore using the **Restore everything to a different location (maintaining existing structure)** option.
  - For managed disk VM restores, specify the configured staging storage account in the subscription ID where you want temporary VHD to be created on Azure Stack. Use either the rename file or the `azurestack.conf` file.
  - For unmanaged disk VM restores, specify the configured storage account in the subscription ID where you want to restore on Azure Stack. Use the rename file for VHD blob rename entry.
  - Verify that the HTTP option is enabled on the storage account that is specified for the managed and unmanaged VM restores.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6793

Message: Failed to recover the VM.

Explanation: Recovery of the VM failed on Azure Stack during the restore operation.

Possible reasons for this issue:

- The VM size is not in valid format.
- The operation quota was exceeded.
- The VM name already exists on Azure Stack.
- For managed disk VM restores only:

- Failed to create the disk while the conversion of unmanaged VHD blobs to managed disks occurs.
- An operation quota has been exceeded.

Recommended Action: Review the tar log file for the exact error message. Review the HTTP response message, in the tar log file, for exact error reason.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6794

Message: Failed to create the resource.

Explanation: Failed to create the resource that is specified for the VM creation on Azure Stack during the restore operation.

Recommended Action: Review the tar log file for the exact error message for the restore location.

Try one of the following as appropriate:

- Perform a restore to the original location using the **Restore everything to it original location** option.
  - Verify that all the configured resources that are specified during the backup of the VM are available during the restore operation.
  - Verify that operation quota is sufficient on the Azure Stack. The quota must be sufficient to create a public IP address if the public IP address option is selected at restore time.
- Perform an alternate location restore using the **Restore everything to a different location (maintaining existing structure)** option.
  - In the `Vnet` rename entry, specify the virtual network that is configured for the subscription ID on Azure Stack where you want to restore.
  - In the `Nsg` rename entry, specify the network security group that is configured for the subscription ID on Azure Stack where you want to restore.
  - In the subnet rename entry, specify the subnet that is configured for the subscription ID on Azure Stack where you want to restore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6795

Message: An invalid backup selection is specified in the policy.

Explanation: The backup selection does not match the asset or the intelligent group that you specified in the policy.

Recommended Action: Create a policy using an intelligent group with supported assets or manually adding supported assets in the policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6797

Message: Unable to find the resource.

Explanation: Unable to find the resource that is specified for the restore operation and required for creating the VM on Azure Stack.

Recommended Action: Perform an alternate location restore using the **Restore everything to a different location (maintaining existing structure)** option.

After you perform the restore, review the tar log file for the exact error message. Verify that the virtual network, network security group, or the subnet is configured on Azure Stack for the target subscription ID location for the restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6798

Message: Unable to find an available port on MongoDB host for the thin client.

Explanation: During a backup or restore operation, NetBackup was unable to find an available port on the MongoDB host to bind the thin client process to. This issue can happen if there are other NetBackup MongoDB backup or restore operations running on the MongoDB host. These operations are running at the same time and have used up the port range specified in the `mongodb.conf` file on the NetBackup master server.

Recommended Action: Perform the following as appropriate:

- Verify that the port range that is specified in the `mongodb.conf` file or `tpconfig` global settings is available on the MongoDB host. The port range is set using the `mdbserver_port` and `mdbserver_port_range` settings.
- Increase the port number range by adjusting the setting to a higher value for `mdbserver_port_range` if you have:
  - Parallel NetBackup backup or restore operations running on this host.
  - Multiple MongoDB instances running on this host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6800

Message: New NetBackup CA of the given key size cannot be set up for migration.

Explanation: The NetBackup security service cannot create new CA.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6801

Message: The NetBackup CA that is newly set up for migration cannot be activated.

Explanation: The NetBackup security service cannot activate the new CA.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6802

Message: The migration of NetBackup CA cannot be completed.

Explanation: The NetBackup security service cannot complete CA migration.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6803

Message: NetBackup CA with the given fingerprint cannot be decommissioned.

Explanation: NetBackup cannot decommission the CA and persist in NetBackup database.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6804

Message: The key size is not valid. In non-FIPS mode, NetBackup supports 2048, 3072, 4096, and 8192 bits for key size. In FIPS mode, NetBackup supports only 2048 and 3072 bits for key size.

Explanation: NetBackup does not support the specified key size.

Recommended Action: Use one of the following key sizes that NetBackup supports:

- In non-FIPS mode, use 2048, 3072, 4096, and 8192 bits for key size.
- In FIPS mode, use only 2048 bits and 3072 bits for key size.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6805

Message: The migration of NetBackup CA is not initiated.

Explanation: This operation is carried out only when the CA migration is in progress.

Recommended Action: Perform this operation when NetBackup CA migration is in progress and is in an appropriate phase. Refer to the NetBackup Security and Encryption Guide to learn more about CA migration phases.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6806

Message: NetBackup CA with the given fingerprint does not exist.

Explanation: The NetBackup CA fingerprint that is specified to decommission the CA is not known to the NetBackup domain.

Recommended Action: Use `RESTful API GET /security/certificate-authorities` or use the `nbseccmd -nbcalist` command

to get a list of all certificate authorities that NetBackup supports and to view their fingerprints.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6807

Message: NetBackup CA with the given fingerprint cannot be decommissioned. A NetBackup CA should be in `ABANDONED` state to be decommissioned.

Explanation: NetBackup CA can be decommissioned if it is in the `ABANDONED` state.

Recommended Action: Use `RESTful GET /security/certificate-authorities` or use the `nbseccmd -nbcalist` command to get a list of Certificate authorities that NetBackup supports and view the certificate authorities that are in the `ABANDONED` state.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6808

Message: The trust version does not exist.

Explanation: The trust version of the certificate does not exist in the NetBackup database.

Recommended Action: Access the `/security/trust-versions` API to view the trust versions from the database. Ensure that the trust version of the certificate exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6809

Message: NetBackup CA with the given certificate does not exist.

Explanation: The required CA is not present in the NetBackup database during the CA migration status retrieval.

Recommended Action: Run the `nbseccmd -nbcaMigrate -syncMigrationDB -reason <reason>` command to synchronize the NetBackup database and NetBackup security services. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6810

Message: The NetBackup CA migration summary cannot be retrieved.

Explanation: The detailed summary of NetBackup CA migration process cannot be retrieved.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6811

Message: The NetBackup CA migration is initiated; however, the CA migration status is incorrect. The expected CA migration status: `INITIATED`.

Explanation: Setting up a new NetBackup CA is initiated, but the incorrect CA migration status is shown. The expected CA migration status is `INITIATED`.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6812

Message: Failed to retrieve the list of hosts that do not have the required CA certificates in their trust stores.

Explanation: The hosts that do not have their certificates in their trust stores cannot be retrieved.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6813

Message: The activation phase of the NetBackup CA migration is to be started. The CA migration status should be `INITIATED`.

Explanation: Activation of NetBackup CA migration is performed when the current migration status is `INITIATED`.

Recommended Action: Ensure that the NetBackup CA migration status is `INITIATED` before the NetBackup CA is activated.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6814

Message: The activation phase of the NetBackup CA migration is complete, however the CA migration status is incorrect. The expected CA migration status: `ACTIVATED`.

Explanation: The newly set up NetBackup CA is activated, but incorrect CA migration status is shown. The expected CA migration status is: `ACTIVATED`.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6815

Message: The completion phase of the NetBackup CA migration is started so the CA migration status should be `ACTIVATED`.

Explanation: NetBackup CA migration cannot be completed as the current migration status is other than `ACTIVATED`.

Recommended Action: Ensure that the current NetBackup CA migration status is `ACTIVATED` before the NetBackup CA migration is completed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6816

Message: The NetBackup CA migration is complete, however the CA migration status is incorrect. The expected CA migration status: `NO_MIGRATION`.

Explanation: NetBackup CA migration is complete, but incorrect CA migration status is shown.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6817

Message: One or more hosts do not have the required CA certificates in their trust stores. Communication with these hosts may break. Rerun the command with the `-force` option to skip this validation.

Explanation: The NetBackup CA migration cannot be activated as the latest certificates for a few hosts are not present in their trust stores. NetBackup CA migration should be activated when the trust is established among all the hosts in the domain using the NetBackup CAs. The trust is established automatically for a NetBackup 8.2.1 or later host. If you have any hosts that are on a version before 8.2.1, manual activation steps must be completed.

Recommended Action: Do the following, as appropriate:

- Ensure that the NetBackup CAs are present in the trust stores of all hosts in the domain before activating the NetBackup CA migration. The trust is established automatically for a NetBackup 8.2.1 or later host and can be verified using the `RESTful API GET /security/certificate-authorities/hosts-pending-trust-propagation` or the `nbseccmd -nbcamigrate -hostspendingtrustpropagation` command. Verify the trust propagation for NetBackup 8.2 or earlier hosts manually. The list of CAs that should be present in the trust store of the host can be listed using the `RESTful API GET /security/cacert`.
- If you want to skip the validation, rerun the command with the `-force` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6818

Message: Activating the newly set up NetBackup CA is successful, but NetBackup cannot retrieve the CA migration summary.

Explanation: Activating the newly set up NetBackup CA is successful, but NetBackup cannot retrieve the CA migration summary.

Recommended Action: Run the `nbseccmd -nbcaMigrate -summary` command to view the CA migration summary after some time. The expected NetBackup CA migration status is `ACTIVATED`. If you see different status, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6819

Message: The CA migration database cannot be updated with the current NetBackup CA certificate details.

Explanation: NetBackup CA details from the NetBackup security services cannot be synchronized with the NetBackup database.

Recommended Action: Ensure that all NetBackup services are up and retry after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6820

Message: Failed to retrieve the list of hosts that require certificate renewal.

Explanation: Hosts that require their certificates to be signed by the new NetBackup CA cannot be retrieved.

Recommended Action: Ensure that all NetBackup services are up and retry the operation after some time. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6821

Message: One or more hosts have pending certificate renewals with the new CA. Communication with these hosts may break. Rerun the command with the `-force` option to skip this validation.

Explanation: NetBackup CA migration cannot be completed. The active NetBackup CA does not have host name-based or host ID-based signed certificates for a few

hosts. NetBackup CA migration should be completed when all NetBackup hosts in the domain have their certificates signed by the active NetBackup CA. For NetBackup 8.2.1 or later hosts, certificates are automatically renewed after the newly set up NetBackup CA is activated. For earlier hosts, manual steps should be carried out.

Recommended Action: Do the following, as appropriate:

- Ensure that all NetBackup hosts in the domain have their certificates signed by the active NetBackup CA and can be verified using the `RESTful API GET /config/hosts-pending-renewal` or the `nbseccmd -nbcamigrate -hostspendingrenewal` command. Verify the certificates for NetBackup 8.2 or earlier hosts manually.
- If you want to skip the validation, rerun the command with the `-force` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6822

Message: New NetBackup CA migration cannot be initiated because the migration is currently activated.

Explanation: NetBackup CA migration is currently activated, therefore setting up a new NetBackup CA cannot be initiated.

Recommended Action: Complete the current NetBackup CA migration and then initiate a new one.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6823

Message: The NetBackup CA migration summary cannot be retrieved after the completion of migration.

Explanation: The new NetBackup CA setup is successfully completed, but NetBackup cannot retrieve the CA migration summary.

Recommended Action: Run the `nbseccmd -nbcaMigrate -summary` command to view the CA migration summary after some time. The expected NetBackup CA migration status is `NO_MIGRATION`. If you see different status, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6824

Message: The NetBackup CA migration summary cannot be retrieved after initiating the migration.

Explanation: The NetBackup CA migration is initiated, but NetBackup cannot retrieve the CA migration summary.

Recommended Action: Run the `nbseccmd -nbcaMigrate -summary` command to view the CA migration summary after some time. The expected NetBackup CA migration status is `INITIATED`. If you see different status, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6831

Message: None of the credential IDs map with the given credential name or ID.

Explanation: The provided credential name or ID is not valid.

Recommended Action: Configure a credential with provided credential name or use already configured credential ID or name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6832

Message: Multiple credential IDs map with the given credential name or ID.

Explanation: Multiple credential IDs map with the provided credential name.

Recommended Action: Configure a credential with unique credential name and use this credential for further operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6833

Message: One or more credential configuration checks failed.

Explanation: An attempt to configure or update the credentials did not succeed because one or more checks did not meet the required criteria. Warnings are not considered fatal and the configuration continues to proceed ahead.

Recommended Action: Ensure that the following pre-checks succeed for the credential configuration or the update operation to succeed.

These checks are performed while the credential configuration operation is attempted:

- The certificate path is valid.
- The trust store path is valid.
- The private key path is valid.
- The certificates in certificate chain are readable.
- The certificates in trust store are readable.
- The private key is readable.
- The `Common Name` field is not empty.
- The certificate is not expired.
- The certificate is currently valid.
- The private key matches the certificate.
- The CRL directory consists of CRL files - This check is optional. It is performed if the `ECA_CRL_PATH` is configured with the path for the CRL directory.
- The CRL check level is valid - This check is optional. It is performed if the `ECA_CRL_PATH` is configured with the path for the CRL directory and the CRL check level is anything but `Disable`.
- The CRL path is valid - This check is optional. It is performed if the `ECA_CRL_PATH` is configured with the path for the CRL directory and the CRL check level is anything but `Disable`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 6882

Message: Deletion of a NetBackup Certificate Authority certificate is not allowed.

Explanation: The specified certificate belongs to a host that operates in pure NetBackup Certificate Authority (NBCA) mode. Deletion of NBCA certificates is only allowed in the instances shown:

- You can delete the NBCA certificate of a media server or a client if the host is enrolled with ECA certificate.
- You can delete the NBCA certificate of a primary server if the NetBackup domain is configured in the ECA mode.

Recommended Action: Ensure that the ECA certificate is enrolled on the host before you attempt to delete the NBCA certificate. Verify that the domain is in pure ECA mode before you attempt to delete the NBCA certificate of the primary server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7100

Message: The manifest file is not in the input data. Ensure that the manifest file is available.

Explanation: This error message appears when the manifest file is not in the provided input path.

Recommended Action: Make sure that the manifest file is present in the input data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7101

Message: Multiple manifest files exist in input data. Ensure that only one manifest file exists in the input data.

Explanation: This error message appears when multiple manifest files are present in the provided input path.

Recommended Action: Remove the multiple manifest files in the input data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7102

Message: The manifest file format is incorrect. Change the format and try again.

Explanation: This error message appears when the manifest file format is incorrect in the provided input path.

Recommended Action: Check the manifest file format and correct if required as per Sheltered Harbor specification.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7103

Message: Account data files are not available. Ensure that the files are available.

Explanation: This error message appears when the account data files that are mentioned in the manifest are not available in the provided input path.

Recommended Action: Ensure that the account data files are present in the input data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7104

Message: Hash files are not present. Ensure that the files are available.

Explanation: This error message appears when hash files are not present in the provided input path.

Recommended Action: Ensure that the hash files are present in the input data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7105

Message: Input data integrity validation has failed. Ensure that the data is correct.

Explanation: This error message appears when the input file validation has failed.

Recommended Action: Ensure that the input files are correct in the input data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7106

Message: The file name format does not follow the proper naming convention. Correct the file name format and try again.

Explanation: This error message appears when the file name format does not follow the naming convention that Sheltered Harbor specifies.

Recommended Action: Make sure that provided input files are correct as per Sheltered Harbor specification.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7107

Message: Invalid zip file. Try the operation again.

Explanation: This error message appears when the zip file is invalid.

Recommended Action: Make sure that the provided input data is in correct format.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7108

Message: The directory path that is specified for data restoration contains files or folders. Remove the existing contents from the directory path and try again.

Explanation: This error message appears when the directory path that is specified for the data restore operation already contains files and folders.

Recommended Action: Remove or move the files and or folder present in the directory that was provided at the time of the restoration of data as the restored data storage path. Retry the restore operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7109

Message: Input data path does not exist. Provide the correct path and try again.

Explanation: This error message appears when the input path does not exist at the provided file path.

Recommended Action: Ensure that the provided input path exists at the time of backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7110

Message: The specified directory path is not valid.

Explanation: This error message appears when an invalid pathname is provided for a restore or a backup operation.

Recommended Action: Provide a valid pathname.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7112

Message: A call to the `nbcryptocmd` utility has timed out. Check the log file for more information.

Explanation: This error message appears when the `nbcryptocmd` utility has timed out.

Recommended Action: By default, the time-out for the `nbcryptocmd` utility is 30 minutes. If you want to increase the time-out, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7113

Message: The license validation failed.

Explanation: This error message appears when the provided license file parameters validation fails with the license parameters embedded in the solution.

Recommended Action: Make sure that the given license parameter is correct as per Sheltered Harbor specification.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7114

Message: The license has expired.

Explanation: This error message appears when the provided Sheltered Harbor license has expired.

Recommended Action: Get a new license from Sheltered Harbor and update the license file with the new license parameters provided by Sheltered Harbor.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7115

Message: The extension of the specified file is not supported. The file should have `.json` extension.

Explanation: This error message appears when the file extension is not `.json`.

Recommended Action: Provide a valid JSON file with the `.json` extension.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7116

Message: Failed to create the transfer storage path. Check the log file for more information.

Explanation: This error message appears when the provided transfer storage path does not exist and the NetBackup Sheltered Harbor solution is unable to create a new transfer storage path.

Recommended Action: Ensure that the provided transfer storage path exists. Or, verify that permissions are correct and create the transfer storage path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7117

Message: File does not exist. Check the log file for more information.

Explanation: This error message appears when the provided file does not exist at the given location.

Recommended Action: Ensure that the provided file exists at the given location. Check the `nbshvault` log for more information about the file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7118

Message: The JSON format is invalid. Enter the correct format and try again.

Explanation: This error message appears when the JSON file format is not correct.

Recommended Action: Make sure that JSON file format is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7119

Message: The cryptographic material file format is incorrect. Contact your NetBackup administrator for assistance.

Explanation: This error message appears when cryptographic material file format is incorrect when compared with the format provided by Sheltered Harbor.

Recommended Action: Make sure that cryptographic material file is in the correct format per Sheltered Harbor specifications. For more details, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7120

Message: The secure envelope file format is incorrect. Contact your NetBackup administrator for assistance.

Explanation: This error message appears when the secure envelope file format is incorrect when compared with the format provided by Sheltered Harbor.

Recommended Action: Make sure that the secure envelope file is in the correct format per Sheltered Harbor specifications. For more details, contact the NetBackup administrator for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7121

Message: Database tables do not exist. Ensure that all the tables are available.

Explanation: This error message appears when the database tables do not exist.

Recommended Action: Contact the NetBackup administrator for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7122

Message: Database error occurred. Check the log file for more information.

Explanation: This error message appears when the reading or updating of records in the database fails.

Recommended Action: Contact the NetBackup administrator for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7123

Message: The Sheltered Harbor compliance solution is not configured. Configure the solution using the `--configure` option.

Explanation: This error message appears when the compliance solution is not configure using the `--configure` command option.

Recommended Action: You need to configure the compliance solution using the `--configure` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7125

Message: The platform is not supported.

Explanation: This error message appears when the NetBackup Sheltered Harbor solution runs on a platform that NetBackup server does not support.

Recommended Action: Make sure to run the `nbshvault` utility on the NetBackup server platforms.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7126

Message: Data vaulting of the image in isolated recovery environment (IRE) is still in progress. Retry at a later time.

Explanation: This error message appears when the data vaulting of the image in an isolated recovery environment is still in progress.

Recommended Action: Retry the data vaulting after the current operation finishes using the `--attest` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7127

Message: The NetBackup version in the file path is not valid. Ensure that the NetBackup installation was successful.

Explanation: This error occurs when there is an issue related with a version error in Linux.

Recommended Action: Verify that NetBackup is installed properly. For more details, contact your NetBackup Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7128

Message: The backup image ID is missing. Check the log file for more information.

Explanation: This error message appears when the `bpclimagelist` output does not contain the backup image ID after the `bpbackup` command is run.

Recommended Action: Retry the operation. If the issue persists, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7129

Message: The institution ID does not match the manifest file data. Use the correct institution ID and try again.

Explanation: This error message appears when institution ID does not match the manifest file data.

Recommended Action: You need to use the correct institution ID and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7130

Message: You are using an earlier version of NetBackup. Upgrade to the latest version.

Explanation: This error message appears when the NetBackup version is not the correct version.

Recommended Action: You must run a NetBackup version that is 10.1 or higher.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7131

Message: Registration response JSON is not in the proper format. Enter the correct format and try again.

Explanation: This error message appears when the registration JSON response is invalid. This issue may happen when the Sheltered Harbor API does not return a response in a valid JSON format.

Recommended Action: Retry the Sheltered Harbor backup workflow. If the issue persists, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7132

Message: Secure envelope was not found. Ensure that the secure envelope is available.

Explanation: This error message appears when the secure envelope is not found in the transfer storage.

Recommended Action: If the secure envelope is not found in the transfer storage, you can recheck the input data and run the backup operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7133

Message: Parameter is not in the secure envelope. Ensure that the parameter is available.

Explanation: This error message appears when the parameter is not in the secure envelope.

Recommended Action: If the secure envelope JSON file parameter is not in the transfer storage path, you can recheck the file parameters and run the backup operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7134

Message: Attestation response JSON not in proper format. Enter the correct format and try again.

Explanation: This error message appears when the attestation response is invalid.

Recommended Action: Ensure that the solution is registered and the Ethereum private key is created in proper format.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7135

Message: The JSON input data does not match the respective JSON schema. Enter the correct format.

Explanation: This error message appears when the JSON schema does not match with the respective JSON schema file. Check the `nbshvault` log file for more information.

Recommended Action: Make sure that the given JSON file format is correct as per the JSON schema. You have to correct the JSON file format if the format is incorrect. Check the `nbshvault` log file for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7136

Message: Registration message posting of financial institution failed. Check the log file for more information.

Explanation: This error message appears when a call to the Sheltered Harbor registration API fails.

Recommended Action: Verify that Sheltered Harbor registration API is reachable from the NetBackup client where `nbshvault` is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7137

Message: Attestation message posting failed. Check the log file for more information.

Explanation: This error message appears when a call to the Sheltered Harbor attestation API fails.

Recommended Action: Verify that the Sheltered Harbor attestation API is reachable from the NetBackup client where `nbshvault` is running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7138

Message: No pending attestation found.

Explanation: This message appears when there is no pending attestation found.

Recommended Action: Retry the operation and if the issue persists, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7139

Message: Failed to read key file. Ensure that the key file is available.

Explanation: This error message appears when the NetBackup Sheltered Harbor solution fails to read the Ethereum private key file.

Recommended Action: Verify that you have read access permissions to the `var/nbshvault/cert` file where the Ethereum private key is created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7140

Message: Key file does not exist. Ensure that the key file is available.

Explanation: This error message appears when the key file does not exist.

Recommended Action: Make sure that the Ether private key such as `<Institution_ID_keys >` JSON file is available in the `var/nbshvault/cert/` directory. If the institute is not registered, register it using the `--register` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7141

Message: Private key does not exist. Ensure that the private key is available.

Explanation: This error message appears when the private key file does not exist.

Recommended Action: Verify that `ether_pri_key` is present in the `var/nbshvault/cert/<institution ID_keys>.json` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7142

Message: Recovery storage path does not exist. Provide the correct recovery storage path.

Explanation: This error message appears when the recovery storage does not exist.

Recommended Action: Make sure that the provided recovery storage path exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7143

Message: Failed to create restored data storage path. Check the log file for more information.

Explanation: This error message appears when unable to create the restored data storage path.

Recommended Action: Verify that the restored data storage path exists and check if you have create permissions access.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7144

Message: Archive volume is not present. Ensure that the archive volume is available.

Explanation: This error message appears when the archive volume is not present.

Recommended Action: Verify that the archive volume exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7146

Message: Failed to extract compressed volume. Check the log file for more information.

Explanation: This error message appears when the extraction of the compressed volume fails.

Recommended Action: Verify that the encrypted compressed volumes are restored correctly. Restore the data again and then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7147

Message: The exit code is not valid. Check the log file for more information.

Explanation: This error message appears when exit code is not valid.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7148

Message: Unable to access restored data storage path. Check the log file for more information.

Explanation: This error message appears when the restored data storage path is restricted.

Recommended Action: Verify that you have the read and write access to the restored data storage path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7149

Message: The `-path` option is not present in the `--generate-template`. Provide the correct path using the `-path` option.

Explanation: This error message appears when the `-path` option is not present in `--generate-template`.

Recommended Action: Make sure to use `--generate-template -path <path>` option to generate templates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7151

Message: The NetBackup configuration file cannot be read. Check the log file for more information.

Explanation: This error message appears when the NetBackup configuration file is unable to read.

Recommended Action: Make sure that you have read and write access to the `var/nbshvault/config` folder.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7152

Message: Failed to generate the template. Check the log file for more information.

Explanation: This error message appears when the generate template has failed.

Recommended Action: Make sure that you have the read and write access to the path provided with `--path` option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7153

Message: Unknown error.

Explanation: This error message appears when the solution returns any unhandled error.

Recommended Action: You need to review the `nbshvault` logs to see a detailed error message. For more information, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7154

Message: Failed to read the installation directory from the NetBackup configuration file. For more details, contact your NetBackup Administrator.

Explanation: This error message appears when the solution fails to get the NetBackup installation path from the Windows registry.

Recommended Action: For more details, contact the NetBackup administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7155

Message: No KMS is enabled during the Sheltered Harbor compliance configuration.

Explanation: This error message appears when the KMS configuration is not enabled during the Sheltered Harbor compliance configuration.

Recommended Action: If KMS configuration is not enabled, use the `--configure` option to update the Sheltered Harbor compliance configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7156

Message: Archive generation has timed out.

Explanation: This error message appears when archive generation times out.

Recommended Action: By default, the archive generation time out is 30 minutes. To increase the time-out, change the `archive_generation` time-out option in the `configure.json` file and use this file to configure the solution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7157

Message: Archive repository backup has timed out.

Explanation: This error message appears when archive repository backup times out.

Recommended Action: By default, the archive repository time-out is 30 minutes. To increase the time-out, change the `archive_repository` time-out option in the `configure.json` file and use this file to configure the solution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7158

Message: Vaulting attestation has timed out.

Explanation: This error message appears when the vaulting attestation times out.

Recommended Action: By default, the vaulting attestation time-out is 30 minutes. To increase the time-out, change the `vaulting_attestation` time-out in the `configure.json` file and use this file to configure the solution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7159

Message: Daily backup workflow process has timed out.

Explanation: This error message appears when daily backup workflow process times out.

Recommended Action: By default, the daily backup workflow process time out is 120 minutes. To increase the time-out, change the `daily_backup_process` time-out in the `configure.json` file and use this file to configure the solution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7160

Message: Restore workflow process has timed out.

Explanation: This error message appears when restore workflow process times out.

Recommended Action: By default, the restore workflow process time-out is 120 minutes. To increase the time-out, change the `restore_process` time-out in the `configure.json` file and use this file to configure the solution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7161

Message: Air gap image replication has timed out.

Explanation: This error message appears when air gap image replication times out.

Recommended Action: By default, the restore workflow process time-out is 30 minutes. To increase the time-out, change the `air_gap_timeout` time-out in the `configure.json` file and use this file to configure the solution.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7162

Message: The attestation private key size is not correct.

Explanation: This error message appears when an incorrect size of the attestation private key is provided.

Recommended Action: The attestation private key size is expected to be 256-bit. If the institution ID is already registered with Sheltered Harbor, import the private key that was used at the time of registration using the `--import-key` option and retry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7163

Message: The institution ID is incorrect.

Explanation: This error message appears when the entered institution ID is incorrect.

Recommended Action: You need to use the 10-digit institution ID provided by Sheltered Harbor.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7164

Message: The registration key is incorrect. Ensure that the correct registration key is provided.

Explanation: This error message appears when the entered registration key is invalid.

Recommended Action: You need to use the valid registration key provided by Sheltered Harbor.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7165

Message: An internal error occurred. Check the `nbcryptocmd` logs.

Explanation: When any cloud KMS operation (Example: encrypt, decrypt, sign, or verify) fails with an unknown error, `nbshvault` returns this status code.

Recommended Action: Review the `nbcryptocmd` logs to diagnose the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7166

Message: The authentication fails during connection to the cloud KMS.

Explanation: When secure communication between `nbcryptocmd` and cloud KMS fails, `nbshvault` returns this error.

Recommended Action: Review the cloud KMS configuration parameters of `nbshvault` and verify if they are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7167

Message: The cloud KMS operation failed. Check the `nbcryptocmd` logs.

Explanation: When a KMS operation such (Example: encrypt, decrypt, sign, or verify) fails with a known issue such as bad request, `nbshvault` returns this status code.

Recommended Action: Review the `nbcryptocmd` logs to diagnose the problem.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7168

Message: Another instance of the same operation is in progress. Retry at a later time.

Explanation: This error message appears when you run the same process multiple times using the same institution ID.

Recommended Action: You must wait until the first running process completes and then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7200

Message: Execution of `nbinstallagent` in the remote host failed.

Explanation: The `nbinstallagent` command on the remote host has failed to execute.

Recommended Action: Review the media server admin log at the following locations:

- On Windows:
  install_path\NetBackup\logs\admin\root*.log
- On UNIX and Linux:
  /usr/openv/netbackup/logs/admin/root*.log

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7201

Message: The file name is not provided.

Explanation: The `file_name` parameter is empty.

Recommended Action: Review the Job Manager log at the following locations to ensure that the `file_name` option is not empty:

- On Windows:
  install_path\NetBackup\logs\nbjm
- On UNIX and Linux:
  /usr/openv/logs/nbjm

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7202

Message: Unable to retrieve NetBackup version from the remote host.

Explanation: Failed to retrieve the NetBackup version for the remote host.

Recommended Action: Ensure that the `bpcd` service is running in the remote host and it has connectivity to the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7203

Message: Unable to retrieve platform information from the remote host.

Explanation: Failed to retrieve the operating system information for the remote host.

Recommended Action: Ensure that the `bpcd` service is running in the remote host and it has connectivity to the media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7204

Message: Remote host name not specified.

Explanation: The host name parameter is empty.

Recommended Action: Review the Job Manager log at the following locations to ensure that the `hostname` option is not empty:

On Windows: *`install_path`*`\NetBackup\logs\nbjm`

On UNIX and Linux: `/usr/openv/logs/nbjm`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7205

Message: Unable to retrieve NetBackup install directory from the remote host.

Explanation: Failed to retrieve NetBackup install directory for the remote host.

Recommended Action: Ensure that the `bpcd` service is running in the remote host and it has connectivity to the media server. Ensure that NetBackup is properly installed. Confirm that recent backups ran successfully. Run a test backup. Confirm that the version of NetBackup being upgraded is supported. For more information, please see the NetBackup Upgrade Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7206

Message: Failed to transfer a file to the remote host.

Explanation: The media server process is unable to copy a file to the remote host.

Recommended Action: Perform the following as appropriate:

- Ensure that the `bpcd` service is running in the remote host and it has connectivity to the media server.
- Ensure that NetBackup is properly installed.
- Confirm that recent backups ran successfully.
- Run a test backup.

- Confirm that the version of NetBackup being upgraded is supported.
- Verify that the transfer file exists and has the proper permissions.
  - Identify the file being transferred by reviewing the `admin` logs on the server and the `nbinstallagent` logs on the target host.
  - Confirm that the file exists in its expected location and that the source and the destination locations have appropriate permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7207

Message: Unable to receive the data from the client.

Explanation: Failed to retrieve the `nbinstallagent` command output from the remote host.

This issue can happen if the NetBackup precheck or upgrade processes take longer than expected or do not finish. By default, pre-check operations and client upgrade operations are given 30 minutes to complete, and media server upgrade operations are given 45 minutes to complete.

Recommended Action: Review the media server `admin` log as well as the client `nbinstallagent` log at the following locations:

On Windows: *`install_path`*`\NetBackup\logs\admin\root*.log`.

On UNIX: `/usr/openv/netbackup/logs/admin/root*.log`

On Windows: *`install_path`*`\NetBackup\logs\nbinstallagent`

On UNIX: `/usr/openv/netbackup/logs/nbinstallagent`

Validate connectivity between the target host and the staging host. Note that the staging host may be the master server or a media server that is named in the deployment operation.

To configure the amount of time VxUpdate waits for processes to finish before reporting 7207 as the job status, you can define the `TIMEOUT_SECONDS` option. The following values can be defined in the NetBackup configuration on the master server:

VXUPDATE_CLIENT_READ_TIMEOUT_SECONDS	This value controls how long precheck operations and client upgrade operations are allowed to take, in seconds. The default value is 1800 (30 minutes). It can be decreased to as little as 600 (10 minutes) or increased to as much as 3600 (60 minutes).
VXUPDATE_SERVER_READ_TIMEOUT_SECONDS	This value controls how long server upgrade operations are allowed to take, in seconds. The default value is 2700 (45 minutes). It can be decreased to as little as 600 (10 minutes) or increased to as much as 5400 (90 minutes).

details on how the `bpsetconfig` command can be used to add values to the NetBackup configuration of a master server, see the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7208

Message: A required file cannot be opened.

Explanation: A supporting file is present, but cannot be opened.

Recommended Action: Verify that the user that is running the `nbmtrans` media server process has permission to read the files in the NetBackup directories. Users must have read permissions to the following directories:

- NetBackup `tmp`
  On Windows: *`install_path`*`\NetBackup\Temp`
  On UNIX and Linux: `/usr/openv/tmp`
- NetBackup `bin`
  On Windows: *`install_path`*`\NetBackup\bin`
  On UNIX and Linux: `/usr/openv/netbackup/bin`
- NetBackup `repo`
  On Windows: *`install_path`*`\NetBackup\var\global\repo`
  On UNIX and Linux: `/usr/openv/var/global/repo`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7209

Message: The deployment package was not found or was invalid in the cache media server.

Explanation: Either the package does not exist in the media server cache or the package exists and it is invalid; that is, NetBackup cannot verify it.

Recommended Action: Ensure that the package exists in the package repository on the master server. As part of the error handling process, VxUpdate attempts to remove the invalid or the corrupted package and replace it with the valid package.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7210

Message: Unable to write to the specified file.

Explanation: Failed to write to the specified file.

Recommended Action: Ensure that the directory has the correct permission. NetBackup requires write and execute permissions for the target file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7211

Message: Failed to convert NetBackup version string.

Explanation: Failed to format the NetBackup version from the remote host.

Recommended Action: The version string that is returned from the remote host was not properly formatted. Please connect to the remote host and verify that NetBackup is installed properly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7212

Message: The `nbinstallagent` command has executed with an empty argument.

Explanation: The parameter for the `nbinstallagent` command is empty.

Recommended Action: Review the Job Manager log at the following locations to ensure that `execute_nbinstallagent` has the correct arguments:

On Windows: *`install_path`*`\NetBackup\logs\nbjm`

On UNIX: `/usr/openv/logs/nbjm`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7213

Message: Unable to identify remote host platform.

Explanation: The NetBackup `bpcd` process on the target host returned a platform string that is not supported.

Recommended Action: Ensure that the remote host has a supported version of NetBackup.

From a NetBackup master or media server, run `<install_path>/netbackup/bin/admincmd/bptestbpcd -client <target host name> -verbose`. Review the `PLATFORM` key that this command returns. This target host cannot be upgraded if the `PLATFORM` key value is not in the following list:

- win_x64
- linuxR_x86_2.6.18
- linuxR_x86_2.6.32
- linuxR_x86_3.10.0
- linuxR_x86_4.18.0
- linuxS_x86_2.6.16
- linuxS_x86_3.0.76
- linuxS_x86_4.4.73
- plinuxR_3.10.0
- plinuxR_4.18.0
- plinuxS_4.4.21
- plinuxS_5.3.18
- zlinuxR_2.6.18
- zlinuxR_2.6.32
- zlinuxR_3.10.0
- zlinuxR_4.18.0
- zlinuxS_3.0.76
- zlinuxS_4.4.73

- zlinuxS_5.3.18
- rs6000_71
- solaris10
- solaris_x86_10_64

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7214

Message: Failed to copy the specified file.

Explanation: The specified file cannot be copied.

Recommended Action: Confirm that the directory has the correct permissions. NetBackup requires the following permissions:

- Read permissions on the source file.
- Read and execute permissions on the source directory.
- Execute and write permissions on the target directory.

Confirm that there is enough available disk space at the file copy destination.

For more information, see the `nbrepo` log on the master server and the `admin` log on the staging server at the following locations:

On Windows: *`install_path`*`\NetBackup\logs`.

On UNIX: `/usr/openv/netbackup/logs`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7215

Message: Failed to stat VxUpdate package

Explanation: The input package file is not a valid `sja` file.

Recommended Action: Confirm that the package has originated from a Cohesity source and has not been altered or corrupted. Review the `nbrepo` log on the master server for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7216

Message: The package name does not comply with VxUpdate package name standard.

Explanation: The name of the `sja` package is not in the expected format.

Recommended Action: Confirm that the package name has not been modified. View the `nbrepo` log for details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7217

Message: The package repository location does not exist.

Explanation: The repository does not exist in the expected location.

Recommended Action: Confirm that the repository directory exists at the following locations:

On Windows: *install_path*`\var\global\repo`

On UNIX: `/usr/openv/var/global/repo`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7218

Message: The package already exists in the repository.

Explanation: The specified package exists in the repository.

Recommended Action: Confirm that the package that you want to add has not already been added. To replace this package, first delete it using the `nbrepo -d` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7219

Message: Invalid package ID

Explanation: The user provided a package identifier that does not correspond to any package in the repository.

Recommended Action: The package ID must be a positive integer. Confirm that the package ID is correct by using the `nbrepo -l` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7220

Message: The deployment package was not found in the package repository.

Explanation: The package does not exist in the repository.

Recommended Action: Use the `nbrepo -l` command to list the packages that are currently in the repository.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7221

Message: The package delete operation was canceled.

Explanation: The user did not confirm the delete action.

Recommended Action: To delete a package, the user must confirm the delete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7222

Message: The package was not found.

Explanation: The NetBackup package being installed or executed, or a supporting file that is contained within, is not present at the expected location.

Recommended Action: Confirm that the package exists in the repository. Confirm that the package being installed has not been modified from its original form.

When a VMware or Nutanix AHV agentless restore is performed, the restore can cause one of the following issues:

- Required VxUpdate package was not found on the master server.
  Provision VxUpdate packages for all platforms for which you have virtual machines where you want to perform agentless recovery. Review the `bpVMutil` log for additional assistance with this error message.

Review the following if the failure is during a deployment or a MongoDB job:

- For a deployment job, review the `nbrepo`, `admin`, and `nbinstallagent` logs for additional assistance with this error message.

- For MongoDB jobs, review the `mongoDB` logs for additional assistance with this error message.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7223

Message: The requested operation is not supported.

Explanation: An attempt was made to operate on an unsupported product or platform.

Recommended Action: See the NetBackup Upgrade Guide for information about the supported operations and platforms for VxUpdate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7224

Message: Could not create a required file or directory.

Explanation: A temporary file or folder that is needed to fulfill the request cannot be created.

Recommended Action: The specific file and path are reported in the `nbinstallagent` log file on the target host or the `admin` log on the staging host. The `nbinstallagent` binary requires the ability to create temporary files and folders in both the NetBackup `tmp` and NetBackup `bin` directories.

The `nbmtrans` binary requires the ability to create files in the NetBackup `repo` directory.

See the following locations:

- On Windows:

  install_path\NetBackup\Temp

  install_path\NetBackup\bin

  install_path\NetBackup\var\global\repo

- On UNIX:

  /usr/openv/tmp

  /usr/openv/netbackup/bin

  /usr/openv/var/global/repo

Verify that the user executing the `nbinstallagent` and `nbmtrans` commands has permission to create files and folders in these directories. Verify that there is sufficient disk space in these directories.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7225

Message: A specified file or directory was not found.

Explanation: The NetBackup package being added, installed or executed, a supporting file that is contained within, or a NetBackup file is not present at the expected location.

Recommended Action: Confirm that the file exists in the location specified. Confirm that the package being installed has not been modified from its original form. Confirm that the NetBackup installation folder has not been corrupted.

Review the `nbinstallagent`, `nbrepo`, and `admin` log files for information about the problematic files and their expected locations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7226

Message: A supporting command failed.

Explanation: The `nbinstallagent` binary spawned a command that cannot be executed successfully.

Recommended Action: The `nbinstallagent` binary runs many commands as part of supporting various operations, including the following:

- `nbcheck.exe` (the NetBackup preinstall environment checker)
- The NetBackup EEB installer
- NetBackup's `versioninfo` command in the `goodies` folder
- UNIX native packaging commands - `rpm`, `installp`, `pkgadd`, and `swinstall`.
- `setup.exe` - the NetBackup Windows setup utility
- `gunzip` - the UNIX tar uncompression utility

The `nbinstallagent` logic reports the specific command that failed to execute. This specific error indicates that the command itself cannot be executed successfully, which can be different than the command executing successfully but returning an error. Possible causes include permissions issues and files or folders unexpectedly

absent from the remote host. Review the `nbinstallagent` log file on the target host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7227

Message: Cannot open `nbinstallagent` log file.

Explanation: The `nbinstallagent` binary cannot open its log file for writing.

Recommended Action: Verify that the user executing the `nbinstallagent` binary has permission to write to NetBackup's log folder. Verify that there is sufficient disk space on the system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7228

Message: Installation of the target package was unsuccessful.

Explanation: The `nbinstallagent` binary attempted to install a package, but that package's installer reported an error.

Recommended Action: Review the installation log for the target package.

When you install NetBackup packages for UNIX, the installation log is located at `/usr/openv/tmp`.

When you install NetBackup packages for Windows, the installation log is located at `%ALLUSERSPROFILE%\Cohesity\NetBackup\InstallLogs`.

For additional information on installing EEBs as well as logs from the EEB installation, see the related article:

https://support.cohesity.com/s/article/article-100019405

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7229

Message: Could not copy `nbinstallagent` to destination path as part of self-update process.

Explanation: As part of its self-update process, the `nbinstallagent` was unable to copy itself from NetBackup’s bin directory to NetBackup’s temp directory, or vice versa.

Recommended Action: Verify that the user executing `nbinstallagent` has permission to write to the NetBackup directories. Verify that there is sufficient disk space on the system.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7230

Message: Could not execute `nbinstallagent` from new path.

Explanation: As part of its self-update process, the `nbinstallagent` was unable to execute itself from its new location in NetBackup's `bin` or `temp` directory.

Recommended Action: Verify that the user executing the `nbinstallagent` binary has permission to execute files within the NetBackup directories.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7231

Message: Could not open a required registry key.

Explanation: A NetBackup registry key cannot be opened for reading.

Recommended Action: Verify that the user executing the binary has administrative privileges. Verify that NetBackup's registry information at `HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup` is not corrupt or missing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7232

Message: Could not query registry value.

Explanation: A NetBackup registry value cannot be read.

Recommended Action: Verify that the user executing the `nbinstallagent` and `nbhostdbcmd` binaries has administrative privileges. Verify that NetBackup's registry information at `HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup` is not corrupt or missing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7233

Message: Could not resolve the path to a NetBackup directory.

Explanation: The path to a standard NetBackup directory cannot be resolved.

Recommended Action: Verify that the user executing the `nbinstallagent` binary has read privileges on the NetBackup application folders. Verify that the NetBackup application folder is not corrupt or missing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7234

Message: Could not remove the `nbinstallagent` binary's configuration file.

Explanation: An older instance of the `nbinstallagent` configuration file cannot be removed.

Recommended Action: Verify that the user executing the `nbinstallagent` binary has write privileges on NetBackup's application folders. The `nbinstallagent` configuration information resides in NetBackup's `tmp` directory and is named `nbinstallagent_conffile`.

Location of `tmp` directory:

- Windows:

  install_path\NetBackup\Temp

- UNIX:

  /usr/openv/tmp

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7235

Message: Failed to open or extract a package.

Explanation: Review the following reasons:

- In case of precheck, stage, or install operation:

  The NetBackup package being installed or executed, or a supporting file that is contained within cannot be opened or extracted.

- In case of uninstall operation of an EEB:

The install agent, `nbinstallagent` could not resolve the on-host EEB uninstall directory from patch inventory (pack.summary / `History.log`) and the EEB layout under the NetBackup pack directory.
This can occur because of the following reasons:

- The EEB versions in the package name are invalid.
- The patch folder, the `pack.summary` file (on UNIX), or the `History.log` file (on Windows) does not exit.
- The resolved EEB path does not exist.

Recommended Action: Do the following:

- In case of precheck, stage, or install operation:
  The specific file that cannot be operated on is reported in the `nbinstallagent` or `nbrepo log` file. Confirm that the package exists in the required location. Confirm that the package that is being installed is not modified from its original form. Verify that the user executing the `nbinstallagent` binary has read and write permissions for the NetBackup application folders. Verify that there is sufficient disk space on the system.
- In case of uninstall operation of an EEB:
  This is caused by status code 7312. Check the `nbinstallagent` logs for the following line:
  `"Error returned from resolve_eeb_uninstall_path_from_pack_summary: error code [N]"` before the line `"Error returned from get_package_and_resolve_properties(). Status code[7312]."`
  Where *N* is the actual failure before it was mapped to status code 7312 and 7235.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7236

Message: The package signature is invalid.

Explanation: The signature of the target package is invalid.

Recommended Action: Confirm that the package has come from a legitimate Cohesity source and has not been altered or manipulated.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7237

Message: The public key was not found at the expected location.

Explanation: The public key that is needed to verify signatures of VxUpdate packages was not present at the expected location.

Recommended Action: The default location for the public key is at the following locations:

On Windows: *install_path*\NetBackup\var\VxUpdate\pubkey.pem

On UNIX and Linux: /usr/openv/var/global/vxupdate/pubkey.pem

This file is included with the NetBackup Client and the NetBackup server 8.1.2 and later packages. Verify that the user executing the nbinstallagent, nbrepo, and bpvmutil binaries have read privileges for NetBackup's application folders. Verify that NetBackup's application folders are not corrupt or missing.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7238

Message: Windows socket initialization was unsuccessful.

Explanation: The nbinstallagent binary encountered a failure attempting to initialize the Windows socket library.

Recommended Action: This error is a sign of a socket or networking issue on the remote host. For more information, see the MSDN documentation for WSAStartup() at the following location:

https://docs.microsoft.com/en-us/windows/win32/api/winsock/nf-winsock-wsastartup

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7239

Message: Exceeded time-out waiting for Windows socket initialization.

Explanation: Socket initialization has timed out on Windows.

Recommended Action: The nbinstallagent binary waits a maximum of 2 minutes for the socket initialization to complete. This error is from a socket or networking issue on the remote host. For more information, see the MSDN documentation for WSAStartup() at the following location:

https://docs.microsoft.com/en-us/windows/win32/api/winsock/nf-winsock-wsastartup

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7240

Message: The `Winsock` version is unsupported.

Explanation: The Windows socket library version on the remote host is unsupported.

Recommended Action: This error is from a socket or networking issue on the remote host. It may be a symptom of attempting to use VxUpdate on an unsupported version of Windows. For more information, see the MSDN documentation for `WSAStartup()` and, specifically, the `WSAVERNOTSUPPORTED` return code at the following location:

https://docs.microsoft.com/en-us/windows/win32/api/winsock/nf-winsock-wsastartup

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7241

Message: Could not initialize socket.

Explanation: The `nbinstallagent` binary failed to initialize its output socket.

Recommended Action: This error can happen if an operating system function to access or change the settings for the standard output socket is unsuccessful. The `nbinstallagent` log file reports the specific operating system call that failed, along with an OS-specific error code.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7242

Message: Failed to add package to the repository.

Explanation: An attempt to add a VxUpdate package to the repository failed unexpectedly.

Recommended Action: Review the `nbwebservice` log for related messages and additional details. Confirm the package (`.sja` file) is not corrupted and came from a legitimate source. Confirm that a user with appropriate privileges performed the VxUpdate operation. Confirm there is adequate disk space on the drive or volume where the NetBackup application folder resides.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7243

Message: Temporary files cannot be removed from the system.

Explanation: An attempt to remove the temporary VxUpdate files from NetBackup's `tmp` folder was unsuccessful.

Recommended Action: The `nbinstallagent` binary attempts to clean up the `temp` files at the beginning and the end of its execution. Verify that the user executing `nbinstallagent` has read and write permissions for NetBackup's application folders. Verify that other system processes do not maintain handles to NetBackup files.

On Windows: *`install_path`*`\NetBackup\Temp`

On UNIX and Linux: `/usr/openv/tmp`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7245

Message: An unsupported self-update operation was attempted.

Explanation: A request was made to update an instance of the `nbinstallagent` binary that doesn't support self-updating. The `nbinstallagent` binary's self-update process should not be attempted manually at the command line.

Recommended Action: Verify that the NetBackup application folder is in a clean state. If the `nbinstallagent` cannot clean up temporary files as part of previous operations, the failure to remove leftover temporary files may be responsible for this error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7246

Message: An unsupported registry query was attempted.

Explanation: The `nbinstallagent` binary made an attempt to query an unsupported registry value type.

Recommended Action: This error can happen if a NetBackup registry value was modified from its original type to another type. For example, if a user changed `HKEY_LOCAL_MACHINE\SOFTWARE\Veritas\NetBackup\CurrentVersion\INSTALLDIR` from a `REG_SZ` type (string) to `REG_DWORD` (integer). Confirm that NetBackup's registry has not been altered or corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7247

Message: Could not open a pipe to capture command output.

Explanation: A pipe cannot be opened to capture the output from a spawned command.

Recommended Action: Verify that the user executing the `nbinstallagent` or `nbhostdbcmd` binaries has administrative privileges.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7248

Message: The NetBackup command to retrieve version information is not present.

Explanation: The NetBackup `versioninfo` command is not at the expected location.

Recommended Action: The default location for the `versioninfo` command is at the following locations:

On Windows: *`install_path`*`\NetBackup\bin\goodies\versioninfo.exe`

On UNIX: `/usr/openv/netbackup/bin/goodies/support/versioninfo`

Confirm that NetBackup's application folder has not been altered or corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7249

Message: Could not open process for reading.

Explanation: The `nbinstallagent` binary cannot open a process as part of attempting to stop or restart NetBackup processes.

Recommended Action: The `nbinstallagent` found a NetBackup process to be running, but cannot open it for further processing. Verify that the user executing the `nbinstallagent` binary has administrative privileges. Verify that the existing NetBackup processes are running under the expected user accounts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7250

Message: Process status cannot be determined.

Explanation: The `nbinstallagent` or `nbhostdbcmd` binaries cannot complete an attempt to run a command.

Recommended Action: Verify that the user executing the `nbinstallagent` or `nbhostdbcmd` binaries have administrative privileges. Verify that the existing NetBackup processes are running under the expected user accounts. Review the `nbinstallagent` and `nbhostdbcmd` log files to determine what command was run and its output.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7251

Message: Process cannot be stopped.

Explanation: The `nbinstallagent` binary cannot complete an attempt to stop or restart the NetBackup processes.

Recommended Action: A particular NetBackup process cannot be terminated. The `nbinstallagent` log file reports the specific process. Verify that the user executing the `nbinstallagent` binary has administrative privileges. Verify that the existing NetBackup processes are running under the expected user accounts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7252

Message: The attempt to extract a package was unsuccessful.

Explanation: An attempt to extract a file was unsuccessful. This issue is usually a VxUpdate `sja` package, but in some cases it is a compressed `.tar` or `.gz` file that is contained within a particular package.

Recommended Action: The issue can occur in both `nbinstallagent` and `nbrepo`. Review the associated log files for the name of the problematic file and other information. Verify that the user has write permissions for the NetBackup application folders on the master server and target host. Verify that there is sufficient disk space on the master server and target.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7253

Message: The package is empty.

Explanation: The target VxUpdate `sja` file has no contents.

Recommended Action: Confirm that the package originated from a Cohesity source and has not been altered or corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7254

Message: Data in process was formatted incorrectly.

Explanation: The `VxUpdate` prechecker package includes a supplemental file named `package_sizes` that reports the size of the `VxUpdate` client `sja` file.

Recommended Action: The prechecker uses this size as part of its disk space review. This particular status code indicates that the content of the `package_sizes` file is in an unexpected format. Confirm that the prechecker package originated from a Cohesity source and has not been altered or corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7255

Message: A supporting command's output was in an unexpected format.

Explanation: The output from a spawned command was in an unexpected format.

Recommended Action: Review the `nbinstallagent` logs to determine which command produced the unexpected output.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7256

Message: Could not get the current working directory path.

Explanation: An internal error has occurred when the `nbinstallagent` attempted to start.

Recommended Action: Collect the `nbinstallagent` logs at the following locations for the remote host:

On Windows: *`install_path`*`\NetBackup\logs`

On UNIX and Linux: `/usr/openv/netbackup/logs`

Save all logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7258

Message: Could not determine the state of security certificates on the local host.

Explanation: The VxUpdate agent cannot assess the state of security certificates on the local host. The NetBackup commands that were used to resolve this information did not complete or returned unexpected statuses.

Recommended Action: Review the `nbinstallagent` log for a copy of the exact command line executed, its return status, and its output. Consult the NetBackup Command Reference Guide for information on the specific error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7259

Message: The deployment policy's external CA certificate configuration specifications are invalid for this host.

Explanation: NetBackup cannot find a valid external CA certificate on the local host using the associated values from the deployment policy (or values the `nbinstallcmd` command specifies).

Recommended Action: For more details about this error, examine the `nbcertcmdtool` logs. The `nbinstallagent` log reports the `nbcertcmdtool` command line arguments and output.

- For Windows, the `nbcertcmdtool` logs are located in the normal install log location (which defaults to `%ALLUSERSPROFILE%\Cohesity\NetBackup\InstallLogs`). A separate file is created for each command run and the files you want to review are prefixed with `ExternalCertificateOp`.
- For UNIX, these are in `/usr/openv/tmp/` and the name is prefixed with `install_commands`. The PID is appended and for example, a file name can be `/usr/openv/tmp/install_commands.47832`

For more information, see the *NetBackup API Reference Guide*.

the external CA certificate values that are defined in the deployment policy (or the `nbinstallcmd` command line) to ensure that they apply to the target host. Review

the `nbinstallagent` log for a record of the NetBackup command that is executed to resolve the external CA certificate. Review the NetBackup Security and Encryption Guide for more information on how to configure a NetBackup environment for use with external CA certificates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7260

Message: Could not parse the JSON string to retrieve the external certificate values.

Explanation: There was an error transporting or translating external CA certificate values during the VxUpdate operation.

Recommended Action: Review the `admin` log on the media server (or master server if a media server was not used) for additional information. In the JSON referenced there, look for common offenders - paths with spaces, excessive quotes, and non-English characters. Review NetBackup documentation for details on supported characters in policy values.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7261

Message: Could not load the JSON string.

Explanation: There was an error transporting or translating external CA certificate values during the VxUpdate operation.

Recommended Action: Review the `admin` log on the media server (or master server if a media server was not used) for additional information. In the JSON referenced there, look for common offenders - paths with spaces, excessive quotes, and non-English characters. Review NetBackup documentation for details on supported characters in policy values.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7262

Message: Could not determine the CA certificate type that is configured on the master server.

Explanation: There was a failure of the VxUpdate agent to resolve the type of CA certificates that the master server supports. The NetBackup commands that are used to resolve this information did not complete or returned unexpected statuses.

Recommended Action: Confirm that the master server and client communicate successfully. Review the `nbinstallagent` log for a copy of the exact command line executed, its return status, and its output. Consult the NetBackup Commands Reference Guide for information on the specific error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7263

Message: There is insufficient disk space available to complete the operation.

Explanation: The disk where the NetBackup package repository is located on the master server has insufficient disk space. The disk must have a minimum of one percent free.

Recommended Action: Free up space on the disk where the NetBackup package repository is located and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7264

Message: Package release version is not supported.

Explanation: The release level of your NetBackup master server does not support the usage of this VxUpdate SJA package version.

Recommended Action: Confirm that you have downloaded the appropriate VxUpdate SJA package for your environment.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7265

Message: Package type is invalid.

Explanation: The release level of your NetBackup master server does not support the usage of this VxUpdate SJA package.

Recommended Action: Confirm that you have downloaded the appropriate VxUpdate SJA package for your environment.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7266

Message: Package operating system is not supported.

Explanation: The release level of your NetBackup master server does not support the usage of this VxUpdate SJA package.

Recommended Action: Confirm that you have downloaded the appropriate VxUpdate SJA package for your environment.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7267

Message: Package EEB version is not supported.

Explanation: The release level of your NetBackup master server does not support the usage of this VxUpdate SJA package.

Recommended Action: Confirm that you have downloaded the appropriate VxUpdate SJA package for your environment.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7268

Message: EEB install is not supported.

Explanation: You attempted to install a server EEB on a client system.

Recommended Action: You cannot install server EEB on a client system. Verify that the target host is a client and the type of EEB being installed is a client EEB. For more information, review the EEB documentation for proper installation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7269

Message: Found active NetBackup jobs on the target host.

Explanation: There were active or queued NetBackup jobs on the target media server. The VxUpdate job on target media server was aborted.

Recommended Action: Review the activity monitor to determine which jobs are running on the target media server. Wait until the jobs are complete on the target media server and run the VxUpdate job again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7270

Message: There are no existing security certificates on the host.

Explanation: The deployment job specifies to use existing certificates. The NetBackup master server is configured to only use External CA (ECA). The target host does not have ECA certificates configured. This situation happens when a pre-8.0 target host is allowed to communicate with the master server without security certificates. If the upgrade is allowed to continue, the target host is not able to communicate with the master server.

Recommended Action: In the deployment job, supply ECA values instead of selecting the **Use existing certificates when possible** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7271

Message: The initialization of the `nbcertcmdtool` utility failed.

Explanation: The security configuration on the master or the target host cannot be assessed due problems unpacking or executing `nbcertcmdtool`.

Recommended Action: Validate that the VxUpdate packages are not corrupted. Review the target host's NetBackup temp directory for remnants of older `nbcertcmdtool` files.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7272

Message: The preinstallation checks failed.

Explanation: The NetBackup preinstall checker did not run or detected a critical error.

Recommended Action: Review the `nbinstallagent` logs to determine if there was a problem executing `nbcheck`. If not, review the output from `nbcheck` to determine which check has failed. Note that only critical checks can cause the installation to fail. Correct the condition that the preinstall checker displays and re-run the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7273

Message: The existing security configuration is invalid.

Explanation: The security mode that is set on the master server is invalid. Valid modes are NBCA only, ECA only, or NBCA+ECA.

Recommended Action: Verify that the master server is in the expected mode. The command `<install_path>/netbackup/bin/nbcertcmd -getSecConfig -caUsage` displays the mode.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7274

Message: A higher version of this package is already installed.

Explanation: The target machine has a package that is newer or later than the version VxUpdate was requested to be installed. Downgrading is not supported.

Recommended Action: Check if the VxUpdate operation is required. In most cases, the newer package version is preferred. If needed, uninstall the existing package, the newer package from the target machine, then retry the VxUpdate operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7275

Message: The native Package Manager command failed.

Explanation: In some cases VxUpdate needs to add or remove NetBackup packages. This error occurs when there is a problem executing those commands. The job detail contains the package name where the problem occurred.

Recommended Action: Review the `nbinstallagent` logs to determine if the problem was with adding or removing the package.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7276

Message: The NetBackup processes cannot be started.

Explanation: Following a VxUpdate deployment operation, NetBackup processes are started. This error occurs if one of those processes fail to start.

Recommended Action: Log onto the target host and start processes manually using `bp.start_all` (UNIX) or `bpup` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7277

Message: The NetBackup configuration on the host is invalid or corrupt.

Explanation: The `nbinstallagent` cannot determine the computer role of the target system: master, media, or client.

Recommended Action: If the target host is windows inspect the `SOFTWARE\Veritas\NetBackup\CurrentVersion\Install Type` key.

If the target host is UNIX, run `bpclntcmd -is_server <target host>` to determine if it is a client or a server. If it is a server, run `bpclntcmd -is_master_server <target host>` to determine if the target host is a master or a media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7278

Message: Failed to get the NetBackup install status from the remote host.

Explanation: The NetBackup `nbmtrans` process on the NetBackup master or media server had a problem reading the VxUpdate remote status file `vxupdate_status.install`. Longer than expected upgrade times may cause this issue. The upgrade may have been successful even though the job status reports this error.

Recommended Action: Review the installation logs on the target host to determine if the upgrade was successful. If it was not, review the `nbinstallagent` logs to determine what caused the failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7279

Message: The host type and package type do not match.

Explanation: An attempt was made to deploy a client package to a server or vice versa.

Recommended Action: To fix the issue, try one of the following as applicable:

- Specify a different package which is compatible with the host's type.
- Change the specified host to a type compatible with the package.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7281

Message: The command-line length is too long.

Explanation: VxUpdate's maximum allowed command-line length of 8092 has been exceeded.

Recommended Action: In most cases, this message is due to larger `SERVER` and `MEDIA_SERVER` lists, and the internal commands that require specification of those servers on the command line. Consider filtering or trimming server lists for the target hosts in the bp.conf file (or Windows registry) and running the process with smaller groups of `SERVER` and `MEDIA_SERVER` lists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7282

Message: Could not query the system for the state of existing installed packages.

Explanation: Native packaging commands cannot determine the state of software on the host.

Recommended Action: Refer to platform-specific Package Manager documentation. Confirm that the native packaging system is in a healthy state on all target hosts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7283

Message: Could not parse the deployment option.

Explanation: VxUpdate failed to determine the deployment option specified.

Recommended Action: Verify that NetBackup passes the deployment options correctly: NetBackup Job Manager (`nbjm`) to NetBackup media server transport (`nbmtrans`). Review any manually entered deployment options to determine if they are syntactically correct. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7284

Message: One or more package file paths were not accepted.

Explanation: One or more package file paths are invalid: they are empty, do not have an `sja` extension, or do not exist.

Recommended Action: Verify that the file paths exist and have an `sja` extension.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7285

Message: Could not find a value for `javagui_jre` field in the conf file.

Explanation: VxUpdate attempted an update of NetBackup client or a server but cannot find the `javagui_jre` field in the `nbinstallagent_conffile`.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7286

Message: Could not extract and verify the `nbjavajre` package successfully.

Explanation: Failed to extract and verify the `nbjavajre.sja` package.

Recommended Action: Confirm that the package has come from a legitimate source and has not been altered or manipulated. Confirm that there is sufficient disk space to extract the package on the target host. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7287

Message: Incorrect `javagui_jre` value that is specified in the `conf` file. The valid values are `include`, `exclude`, or `match`.

Explanation: The `nbinstallagent_conffile` in VxUpdate has an incorrect value for `javagui_jre` field.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7288

Message: Could not query registry info.

Explanation: The Windows call `RegQueryInfoKey` failed.

Recommended Action: Verify the registry key `SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall` exists and is not corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7289

Message: The installed NetBackup packages list exceeds the maximum allowed characters.

Explanation: The `nbhostdbcmd` command attempts to persist the list of installed NetBackup packages for a host to the DB. The list exceeds the maximum allowed length of 2048 characters.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7290

Message: The VxUpdate platform name exceeds the maximum allowed characters.

Explanation: The `nbhostdbcmd` command attempts to persist the VxUpdate platform name for a host to the DB. The name exceeds the maximum allowed length of 32 characters.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7291

Message: The definition for the VxUpdate platform is not valid.

Explanation: The VxUpdate platform identifier is not in the allowed range of identifiers.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7292

Message: The definition for the VxUpdate platform is not found.

Explanation: The VxUpdate platform identifier was not found.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7293

Message: The package is invalid for hosts at this version level.

Explanation: The maintenance release's version is incompatible with the NetBackup release version currently present on the host. Maintenance releases can only be applied to hosts with NetBackup versions on the same release line.

For example:

- Maintenance release 8.3.0.1 can be applied to a host with 8.3 (8.3.0) installed, but cannot be applied to a host with 8.2.1 or 9.0 installed.

Recommended Action: Retry the operation using a maintenance release that is compatible with the version of NetBackup on the target host. You need to use a NetBackup maintenance release version that is on the same release line.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7294

Message: The destination release's agent process did not execute as expected. Confirm that the destination NetBackup release level is compatible with the platform and OS level of this host.

Explanation: The VxUpdate process that executes on the target host had an unexpected failure at run time. This issue is often due to missing system libraries. The missing system libraries can be a sign that the target product and or package does not support the operating system and or the platform of the target host.

Recommended Action: Review the NetBackup Software Compatibility List to confirm that the target host meets operating system and platform requirements. Confirm that the operating system and its libraries are installed correctly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7295

Message: This host is unable to communicate with the master server following the upgrade.

Explanation: VxUpdate has determined that should the upgrade proceed, the host is unable to communicate with the master server afterwards. This determination is based on NetBackup security requirements from the following:

- The existing and the destination release versions.
- The state of security configuration already on the host.
- The Security-related specifications that are supplied to the VxUpdate operation.

Recommended Action: Review the NetBackup Security and Encryption Guide for details on how to configure secure communication in the latest NetBackup releases. Some security modes can be configured using VxUpdate. Other security modes require action outside of VxUpdate.

In cases where you want to force VxUpdate to proceed with the upgrade anyway, use `bpsetconfig` or other utilities to add the `IGNORE_VXUPDATE_PREUPGRADE_COMMUNICATION_CHECK` value to the NetBackup configuration of the target host. Set this value to 1. The next VxUpdate operation reports the post-upgrade communication concern, but proceeds with the upgrade. Using this method is not without risk and may cause multiple issues with your installation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7296

Message: Could not take the host offline.

Explanation: VxUpdate attempted to take the target media server offline so that any NetBackup activity wouldn't be initiated on the host while VxUpdate runs. The attempt to offline the host failed unexpectedly.

Recommended Action: If NetBackup is currently active on the target media server (Example: a backup or restore is running), it's recommended to wait for that activity to finish before VxUpdate is attempted.

In cases where immediate intervention is needed, rely on NetBackup process utilities to report and potentially stop or suspend NetBackup processes. Review the NetBackup Commands Reference Guide sections for `bp.kill_all`, `bpdown`, `bpps`, `nbstop`, and `vmoprcmd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7297

Message: Failed to delete the deployment package file.

Explanation: Attempts to delete the deployment package file from repository failed.

Recommended Action: Verify that the user executing the `nbrepo` binary has delete privileges. Verify that the file is not in use or has a lock on it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7298

Message: The specified file exists, but some NetBackup processes cannot access it.

Explanation: NetBackup's core processes do not have the required permissions to access or work with the specified file.

Recommended Action: Perform one of the following as appropriate:

- Move the file to a location that NetBackup core processes are permitted to work with, such as `/usr/openv/tmp or <INSTALLDIR>\NetBackup\Temp`.
- Use the system `chmod` command on UNIX platforms, or the `nbserviceusercmd` command on Windows, to modify permissions on the target file and or folder so that NetBackup core processes have access.
- Change the NetBackup daemons and services to run under a user account that has permissions to access the target file and or folder. Remember that there are security implications when performing this operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7299

Message: The library `libnsl.so.1` is not present on the target host.

Explanation: The library `libnsl.so.1` is not present on the target host. The library is required for NetBackup.

Recommended Action: Install the `libnsl.so.1` library on the target host and then rerun the VxUpdate operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7300

Message: Uninstall of the target package was unsuccessful.

Explanation: Uninstall of the target package was unsuccessful.

Recommended Action: Verify that you have used the correct target package for this uninstall. Use the uninstall package that corresponds to the successful install package you used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7301

Message: The Windows host does not have the required Visual C++ run-time libraries installed.

Explanation: NetBackup 10.4 and later for Windows is built using the Visual Studio 2022 compiler and the Windows 11 SDK. To run NetBackup, Windows computers must have compatible Visual C++ run-time libraries installed.

Recommended Action: Install Visual C++ run-time libraries 14.36.32532 or later on the Windows computer and retry the operation. For more information on Visual C++ run-time libraries, search Microsoft's website for **Redistributing Visual C++ Files**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7302

Message: A transfer request is already in progress for a package file.

Explanation: Only one package transfer is allowed at a time. A request to transfer a package was denied because an existing transfer is already in progress.

Recommended Action: Wait for the existing package transfer to complete and then retry the newer package transfer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7303

Message: Failed to move the specified file.

Explanation: In some cases, VxUpdate attempts to move packages (`.sja` files) across locations within NetBackup's application folder. An attempt to move a package file has failed unexpectedly.

Recommended Action: Review the related log messages to identify the source and the destination file paths. Confirm that permissions are correct for those directories. Confirm a user with appropriate privileges attempts the VxUpdate operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7304

Message: Uploaded file name does not match the package name in database.

Explanation: A package transfer completed, but the file name of the transferred `.sja` file did not match the expected value.

Recommended Action: Confirm the package (`.sja` file) is not corrupted and came from a legitimate source.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7305

Message: The transfer was started but became inactive or was abandoned before completion.

Explanation: A package transfer became idle.

Recommended Action: Known issues that cause of this error include: connectivity issues between the source host and the primary server, failure of network services on the source host, and failure of NetBackup services on the primary server. Confirm that connectivity is healthy between the source host and the primary server. Retry the transfer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7306

Message: Package file has failed to upload.

Explanation: A package transfer has failed unexpectedly.

Recommended Action: Known issues that cause this error include: connectivity issues between the source host and the primary server, failure of network services on the source host, and failure of NetBackup services on the primary server. Confirm that connectivity is healthy between the source host and the primary server. Retry the transfer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7307

Message: Cannot delete package while package add operation is running.

Explanation: Adding a package to the VxUpdate repository can take up to several minutes. NetBackup does not support simultaneously deleting and adding a package to the VxUpdate repository. Note that in the context of a package transfer, after the transfer has completed, the attempt is made to add the package to the VxUpdate repository.

Recommended Action: Wait until the package add attempt is complete and retry the delete operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7311

Message: The EEB version in the package is invalid.

Explanation: The `nbinstallagent` binary attempted to perform an operation on an EEB package, but the EEB version in the package is not in the expected format. The EEB version must be: *Etrack number.revision* (for example: 4190452.1).

Etrack (ET) number and revision must be non-empty digit strings with no leading zeros.

Recommended Action: Ensure that the EEB package name is correct. Check the `nbinstallagent` log directory and install agent logs for the exact line as follows:

`invalid eeb_version format, invalid format for ET number, or invalid format for EEB revision`

It shows the rule that failed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7312

Message: Failed to resolve EEB uninstall path from the package name.

Explanation: The install agent, `nbinstallagent` could not resolve the on-host EEB uninstall directory from the patch inventory (`pack.summary` / `History.log`), and the EEB layout under the NetBackup pack directory.

Explanation: The reasons may be one of the following:

- The EEB versions in the package name may be invalid.
- The patch folder, the `pack.summary` file (on UNIX), or the `History.log` file (on Windows) does not exist.
- The resolved EEB path does not exist.

Recommended Action: Check the `nbinstallagent` logs for the following line:

`"Error returned from resolve_eeb_uninstall_path_from_pack_summary: error code [N]"`

Where 'N' is the actual failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7313

Message: The `VxUpdate` infrastructure component is missing from the package repository.

Explanation: The `VxUpdate` infrastructure component is missing from the package repository. Once the given recommended action is successful, you can retry the affected EEB operation.

Recommended Action: Manually obtain, copy, and extract the infrastructure package before proceeding with `VxUpdate`

1. Obtain the correct infrastructure package from the Release Image (DVD) corresponding to the NetBackup version of the primary server.

   RedHat Enterprise Linux:

   `NetBackup_11.2_LinuxR_x86_64/linuxR_x86/anb/nbinfra.tar.gz`

   SUSE Linux Enterprise Server:

   `NetBackup_11.2_LinuxS_x86_64/linuxS_x86/anb/nbinfra.tar.gz`

   Windows:

   `NetBackup_11.2_Win/x64/nbinfra.zip`

2. Copy the infrastructure package [`nbinfra.tar.gz` or `nbinfra.zip`] to the temporary directory.

   Linux: `/usr/openv/tmp/nbinfra/`

   Windows: *`Install_Path`*`\NetBackup\Temp\nbinfra\`

3. Extract the package which contains `nbinfra_`*`VXUPDATE_PLATFORM_OS`*`.sja` for all supported platforms.

   Copy all the platform SJAs into the NetBackup package repository location.

   Linux: `/usr/openv/var/global/repo`

   Windows: *`Install_Path`*`\NetBackup\var\global\repo`

4. Ensure the `repo` directory is owned by `serviceUser:bin`, while all extracted `.sja` files are owned by `serviceUser:serviceGrp`.

5. After extraction, attempt the `VxUpdate` deployment workflow (EEB uninstall) using the NetBackup web UI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7314

Message: Multiple other revisions of this EEB package are present. Uninstall the other revisions and then retry.

Explanation: The target machine has multiple revisions of the EEB VxUpdate that was to be installed. These multiple revisions conflict with VxUpdate installation of the specified EEB.

Recommended Action: Machines are not expected to have multiple revisions of the same EEB installed concurrently. Review the state of the EEB on the target machine carefully. Review the EEB installer documentation for instructions on how to manage and/or uninstall the existing EEB revisions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7400

Message: Storage server with the same name and type already exists.

Explanation: Failed to create storage server with the provided name.

Recommended Action: Use a different storage server name. Contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7401

Message: Failed to create storage server.

Explanation: Failed to create storage server with given configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7402

Message: Failed to get storage server properties.

Explanation: Failed to get the storage server properties.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7403

Message: Failed to update storage server.

Explanation: Failed to update the storage server with the given configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7404

Message: Failed to delete storage server.

Explanation: Failed to delete the storage server with the given ID.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7405

Message: Failed to remove the storage server.

Explanation: Failed to remove the storage server with the given identifier.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7406

Message: Requested data has the following invalid or missing fields.

Explanation: Failed to process the input as it has invalid or missing fields.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7407

Message: Disk pool with the same name already exists.

Explanation: Failed to create a disk pool with the provided name as it exists in NetBackup.

Recommended Action: Use a different disk pool name. If issue still persists contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7408

Message: Failed to get disk pool.

Explanation: Failed to get the disk pool configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7409

Message: Failed to update disk pool.

Explanation: Failed to update the disk pool with given configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7410

Message: Failed to delete disk pool.

Explanation: Failed to delete the disk pool with the given identifier.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7411

Message: Storage unit with the same name already exists.

Explanation: Failed to create a storage unit with the given name.

Recommended Action: Try a different storage unit name. If the issue is still persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7412

Message: Failed to create storage unit.

Explanation: Failed to create a storage unit from the provided input.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7413

Message: Failed to get storage unit.

Explanation: Failed to fetch the details for the storage unit.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7414

Message: Failed to update storage unit.

Explanation: Failed to update the storage unit with the given configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7415

Message: Failed to delete storage unit.

Explanation: Failed to delete the storage unit for the given identifier.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7416

Message: Service method unimplemented.

Explanation: The API method is not supported for the given input.

Recommended Action: Check the API documentation for the supported method. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7417

Message: Storage API Management feature is disabled.

Explanation: The storage API management feature is disabled.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7418

Message: Access denied on target storage server.

Explanation: Failed to perform the specified action of the target storage server.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7419

Message: Failed to add replication target to the storage server.

Explanation: Failed to add a replication target to the storage server.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7420

Message: Replication relationship already exists.

Explanation: A replication relationship already exists for the requested entities.

Recommended Action: Check the input that is specified for errors. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7421

Message: Failed to get storage server configuration properties.

Explanation: Failed to get the storage server configuration properties.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7422

Message: Failed to create disk pool.

Explanation: Failed to create the disk pool from the provided input.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7423

Message: Failed to create disk volume.

Explanation: Failed to create the disk volume from the provided input.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7424

Message: Failed to get disk volume.

Explanation: Failed to fetch the disk volume details.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7425

Message: Failed to get replication targets.

Explanation: Failed to fetch the replication targets.

Recommended Action: See the `errorDetails` in JSON output for additional details. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7426

Message: Failed to get the replication relationship details.

Explanation: Failed to retrieve information of the replication relationship.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7427

Message: Failed to create universal share.

Explanation: NetBackup failed to create the specified universal share on the Media Server Deduplication Pool (MSDP).

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7428

Message: Failed to update universal share.

Explanation: NetBackup failed to update the specified universal share on the Media Server Deduplication Pool (MSDP).

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7429

Message: Failed to fetch the universal share details.

Explanation: NetBackup was unable to get details about the specified universal share from the Media Server Deduplication Pool (MSDP).

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7430

Message: Failed to delete universal share.

Explanation: NetBackup failed to delete the specified universal share on the Media Server Deduplication Pool (MSDP).

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7431

Message: Failed to fetch the universal share list.

Explanation: NetBackup failed to get a list of all universal shares on the Media Server Deduplication Pool (MSDP).

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7432

Message: Failed to add replication target on disk volume.

Explanation: NetBackup failed to add a replication target on the disk volume.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7433

Message: Failed to delete replication target on disk volume.

Explanation: NetBackup failed to delete a replication target on the disk volume.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7434

Message: Failed to get replication target details of disk volume.

Explanation: NetBackup did not retrieve the replication target details of the disk volume.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7435

Message: Failed to update disk volume details.

Explanation: NetBackup failed to update the disk volume details.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7436

Message: Failed to list cloud buckets.

Explanation: NetBackup failed to list the cloud buckets on the storage server.

Recommended Action: Select a different option and retry the operation. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7437

Message: Failed to create a cloud bucket.

Explanation: NetBackup failed to create a cloud bucket on the storage server.

Recommended Action: Select a different option and retry the operation. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7450

Message: The `databaseName` field must be specified.

Explanation: While the `databaseName` field of the alternate recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `databaseName` field is specified, verify that it is not an empty string. Specify a database name in the `databaseName` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7451

Message: The `instanceName` field must be specified.

Explanation: While the `instanceName` field of the alternate recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `instanceName` field is specified, verify that it is not an empty string. Specify an instance name in the `instanceName` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7452

Message: The `consistencyCheck` field must be specified.

Explanation: While the `consistencyCheck` field of the recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `consistencyCheck` field is specified, verify that it is not an empty string. Specify an instance name in the `consistencyCheck` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7453

Message: The `consistencyCheck` field must be one of these values: `NONE`, `FULLINCLUDINGINDICES`, `FULLEXCLUDINGINDICES`, `CHECKCATALOG`, or `PHYSICALCHECKONLY`.

Explanation: The `consistencyCheck` field of the recovery options can only be one of a set of specific values.

Recommended Action: If the `consistencyCheck` field is provided, verify that it is a valid value. Valid `consistencyCheck` values are: `NONE`, `FULLINCLUDINGINDICES`, `FULLEXCLUDINGINDICES`, `CHECKCATALOG`, or `PHYSICALCHECKONLY`. Specify a valid value in the `consistencyCheck` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7454

Message: The `maxTransferSize` field must be specified.

Explanation: The `maxTransferSize` field of the recovery options must be specified.

Recommended Action: If the `maxTransferSize` field is provided, verify that it is not an empty string. Valid transfer sizes are: 64K, 128K, 256K, 1M, 2M, or 4M. Specify a valid transfer size in the `maxTransferSize` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7455

Message: The `maxTransferSize` field must be one of these values: 64K, 128K, 256K, 1M, 2M, or 4M.

Explanation: The `maxTransferSize` field of the recovery options can only be one of a set of specific values.

Recommended Action: If the `maxTransferSize` field is provided, verify that it is a valid value. Valid transfer sizes are: 64K, 128K, 256K, 1M, 2M, or 4M. Specify a valid transfer size in the `maxTransferSize` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7456

Message: The `numBuffs` field must be between 1 to 32.

Explanation: While the `numBuffs` field of the recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `numBuffs` field is provided, verify that it is not an empty string. Specify a valid number of buffers in the `numBuffs` field. Valid values are in the range of 1 to 32.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7457

Message: The `recoveredState` field must be specified.

Explanation: The `recoveredState` field of the recovery options must be specified.

Recommended Action: If the `recoveredState` field is provided, verify that it is not an empty string. Specify a valid recovered state in the `recoveredState` field. Valid recovered states are: `Recovered`, `NotRecovered`, or `Standby`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7458

Message: The `recoveredState` field must be one of these values: `Recovered`, `NotRecovered`, or `Standby`.

Explanation: The `recoveredState` field of the recovery options must be specified.

Recommended Action: If the `recoveredState` field is provided, verify that it is not an empty string. Specify a valid recovered state in the `recoveredState` field. Valid recovered states are: `Recovered`, `NotRecovered`, or `Standby`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7459

Message: The `traceLevel` field must be specified.

Explanation: The `traceLevel` field of the recovery options must be specified.

Recommended Action: If the `traceLevel` field is provided, verify that it is not an empty string. Specify a valid trace level in the `traceLevel` field. Valid trace levels are: `Minimum`, `Medium`, or `Maximum`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7460

Message: The `traceLevel` field must be one of these values: `Minimum`, `Medium`, or `Maximum`.

Explanation: The `traceLevel` field of the recovery options can only be one of a set of specific values.

Recommended Action: If the `traceLevel` field is provided, verify that it is a valid value. Valid trace levels are: `Minimum`, `Medium`, or `Maximum`. Specify a valid trace level in the `traceLevel` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7461

Message: Exactly one option in `trxLogRecoveryOptions` must be specified.

Explanation: The transaction log recovery options contain five fields and only one can be specified.

Recommended Action: Verify that only one of the options is provided. Specify only one of the transaction log recovery options. The following is an example subset of recovery options: `toPointInTime`, `toTrxLogMark`, `toTrxLogMarkButAfter`, `beforeTrxLogMark`, and `beforeTrxLogMarkButAfter`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7462

Message: The `toPointInTime` field must be specified.

Explanation: While the `toPointInTime` field of the transaction log recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `inPointInTime` field is specified, verify that it is not an empty string. Specify a time in the `toPointInTime` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7463

Message: The `toTrxLogMark` field must be specified.

Explanation: While the `toTrxLogMark` field of the transaction log recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `toTrxLogMark` field is specified, verify that it is not an empty string. Specify a log mark in the `toTrxLogMark` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7464

Message: The `toTrxLogMarkButAfter` field must be specified.

Explanation: While the `toTrxLogMarkButAfter` field of the transaction log recovery options can be unspecified, the fields cannot be blank if it is specified.

Recommended Action: If the `toTrxLogMarkButAfter` field is specified, verify that it is not an empty string. Specify a time and a log mark in the `toTrxLogMarkButAfter` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7465

Message: The `beforeTrxLogMark` field must be specified.

Explanation: While the `beforeTrxLogMark` field of the transaction log recovery options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `beforeTrxLogMark` field is specified, verify that it is not an empty string. Specify a log mark in the `beforeTrxLogMark` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7466

Message: The `beforeTrxLogMarkButAfter` field must be specified.

Explanation: While the `beforeTrxLogMarkButAfter` field of the transaction log recovery options can be unspecified, the fields cannot be blank if it is specified.

Recommended Action: If the `beforeTrxLogMarkButAfter` field is specified, verify that it is not an empty string. Specify a time and a log mark in the `beforeTrxLogMarkButAfter` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7467

Message: The `standbyPath` field must be specified.

Explanation: The `standbyPath` field of the recovery option must be specified.

Recommended Action: Verify that the `standbyPath` field has been included and that it is not an empty string. Specify a fully qualified path in the `standbyPath` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7468

Message: The `standbyPath` field must be a valid file.

Explanation: The `standbyPath` field of the recovery options must be a valid file.

Recommended Action: Verify that the `standbyPath` field has been provided and that it is not an empty string. Specify a fully qualified path in the `standbyPath` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7469

Message: The `trxLogRecoveryOptions` can't be specified.

Explanation: The `trxLogRecoveryOptions` can't be provided for full or incremental backup ID.

Recommended Action: If the `trxLogRecoveryOptions` option is provided, verify that there is a transaction log backup ID associated with it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7472

Message: Could not start database recovery.

Explanation: NetBackup cannot start the database recovery.

The following issues can cause this issue:

- The EMM server cannot be started.
- Incorrect recovery options were provided for the Microsoft SQL Server recovery.

Recommended Action: Try the following as appropriate:

- Try restarting services for the EMM server.
- Review the recovery options that were provided for Microsoft SQL Server and correct any issues.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7473

Message: Failed to authenticate instance credentials on the target server.

Explanation: During the recovery, NetBackup was unable to authenticate instance credentials on the target server.

Recommended Action: Verify the credentials that were used on the target server. Correct any issues and retry the recovery.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7476

Message: Failed to get active disk pools details.

Explanation: NetBackup encountered a database query level error when it attempted to get the details of the active disk pools.

Recommended Action: Perform the following as appropriate:

- Review the *NetBackup Troubleshooting Guide* for additional information about the error.
- Increase the logging level and retry the operation.
- Collect the web service logs from the time of the error and contact Cohesity Technical Support. The web service logs are located in either `/usr/openv/netbackup/logs/nbwebservice` or *`install_path`*`\NetBackup\logs\nbwebservice`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7477

Message: Failed to get active and encrypted disk pools details.

Explanation: NetBackup encountered a database query level error when it attempted to get the details of the active and the encrypted disk pools.

Recommended Action: Perform the following as appropriate:

- Review the *NetBackup Troubleshooting Guide* for additional information about the error.
- Increase the logging level and retry the operation.
- Collect the web service logs from the time of the error and contact Cohesity Technical Support. The web service logs are located in either `/usr/openv/netbackup/logs/nbwebservice` or *`install_path`*`\NetBackup\logs\nbwebservice`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7600

Message: An unknown internal error occurred.

Explanation: The `vnetd` proxy process encountered an internal error.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7601

Message: Failed to register service with PBX.

Explanation: The `vnetd` HTTP tunnel process failed to register with the Private Branch Exchange service and is unable to accept incoming connections.

Recommended Action: Do the following:

- Verify that the `pbx_exchange` service is running. If not, start the service.
- If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7603

Message: Failed to initialize PBX.

Explanation: The `vnetd` HTTP tunnel process failed to initialize the Private Branch Exchange client library and is unable to accept incoming connections.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7604

Message: Failed to register PBX acceptor with the reactor.

Explanation: The `vnetd` HTTP tunnel process encountered an internal error and is unable to accept incoming connections.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7607

Message: Failed to set socket to non-blocking mode.

Explanation: The `vnetd` proxy cannot set non-blocking mode on a socket.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7609

Message: Failed to perform a reactor event handler operation.

Explanation: The `vnetd` proxy encountered an internal error and was not able to register for an event notification.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7610

Message: Failed to parse the specified object.

Explanation: The `vnetd` proxy was not able to parse an object containing details of the request.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7611

Message: A connection protocol error occurred.

Explanation: The `vnetd` proxy encountered a communication protocol error between endpoints.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7612

Message: An unexpected protocol event occurred.

Explanation: A protocol error between `vnetd` proxies occurred.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7613

Message: A lookup failed for host.

Explanation: The `vnetd` proxy failed to complete connection binding for either the source host or the target host in this connection.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7614

Message: No valid source-target bindings exist for host.

Explanation: The `vnetd` proxy encountered invalid bindings between source and target hosts in this connection.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7617

Message: A JSON conversion error occurred.

Explanation: The `vnetd` proxy was not able to convert a JSON object to a string.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7618

Message: Failed to find JSON key.

Explanation: The `vnetd` proxy failed to acquire a JSON key.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7619

Message: The specified state machine is still active.

Explanation: The `vnetd` proxy state machine is busy. Requests await processing.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7622

Message: Input I/O is required.

Explanation: The `vnetd` proxy requires socket input to a peer process to satisfy the I/O operation in progress.

Recommended Action: Under normal circumstances this message may appear in the logs of the `vnetd` proxy. No user action is required. If a problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7623

Message: Output I/O is required.

Explanation: The NetBackup process requires socket output to a peer process to satisfy the I/O operation in progress.

Recommended Action: Under normal circumstances this message may appear in the logs of the NetBackup process. No user action is required. If a problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7624

Message: A SSL socket accept failed.

Explanation: The NetBackup process was not able to complete the SSL handshake with the `vnetd` proxy on a remote host.

Recommended Action: Examine the details of the error message to determine why the SSL handshake failed. Possible causes of this error may be as follows:

- A missing, expired, or revoked host certificate on the local or the remote host. In case of the NetBackup CA, verify that the hosts have a valid host ID-based certificate. In case of an external CA, verify that the external certificate and keystore paths are correctly set in the external certificate configuration file. If the host is configured to use an encrypted keystore, ensure that the correct passphrase for the certificate's private key is specified for the `ECA_KEY_PASSPHRASEFILE` configuration option.

- Excessive clock skew on either the local or the remote host. See the information about clock skew in the NetBackup Security and Encryption Guide.
- If you use the NetBackup SECURE_PROXY_CIPHER_LIST configuration option on either the local or the remote host, the cipher string entries may be invalid. Verify that the cipher strings are compatible between the hosts.

If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7625

Message: A SSL socket connect failed.

Explanation: The NetBackup process was not able to complete the SSL handshake with the vnetd proxy on a remote host.

Recommended Action: Examine the details of the error message to determine why the SSL handshake failed. Possible causes of this error may be as follows:

- A missing, expired, or revoked host certificate on the local or the remote host. In case of the NetBackup CA, verify that the hosts have a valid host ID-based certificate. In case of an external CA, verify that the external certificate and keystore paths are correctly set in the external certificate configuration file. If the host is configured to use an encrypted keystore, ensure that the correct passphrase for the certificate's private key is specified for the ECA_KEY_PASSPHRASEFILE configuration option.
- Excessive clock skew on either the local or the remote host. See the information about clock skew in the NetBackup Security and Encryption Guide.
- If you use the NetBackup SECURE_PROXY_CIPHER_LIST configuration option on either the local or the remote host, the cipher string entries may be invalid. Verify that the cipher strings are compatible between the hosts.

If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7627

Message: SSL initialization failed.

Explanation: The NetBackup process was not able to complete initialization of the SSL environment.

For VMware, the error might occur when the feature VIRTUALIZATION_HOSTS_SECURE_CONNECT_ENABLED is enabled and the virtualization server's CA certificates are not added in ECA configured trust store or ECA trust store not configured correctly.

Recommended Action: Examine the details of the error message to determine why the SSL handshake failed. Possible causes of this error may be as follows:

- A missing, expired, or revoked host certificate. In case of the NetBackup CA, verify that the hosts have a valid host ID-based certificate. In case of an external CA, verify that the external certificate and keystore paths are correctly set in the external certificate configuration file. If the host is configured to use an encrypted keystore, ensure that the correct passphrase for the certificate's private key is specified for the ECA_KEY_PASSPHRASEFILE configuration option.
- Excessive clock skew on the host. See the information about clock skew in the NetBackup Security and Encryption Guide.
- If you use the NetBackup SECURE_PROXY_CIPHER_LIST configuration option, the cipher string entries may be invalid. Verify that the cipher strings are permitted OpenSSL strings.
- For VMware:
  - When the VIRTUALIZATION_HOSTS_SECURE_CONNECT_ENABLED option is enabled, you must verify the placement of the certificates and CRLs. Verify whether the VMware virtualization server's (vCenter, ESX, ESXi) certificates and CRLs are added to the respective ECA configured trust store and the CRL path.
  - Ensure that the certificates and the CRL files are in the correct format and the trust store file and the CRL files are not corrupted.
  - Only PEM certificate format for file-based trust store & Windows trust store are supported for virtualization servers. P7b or DER format file based trust store is not supported. When this feature is enabled, the certificate ECA store should either be Windows certificate store or file based PEM format store.

If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7628

Message: VxSS initialization failed.

Explanation: The `vnetd` proxy was not able to complete initialization of the VxSS environment.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7631

Message: Certificate path lookup failed.

Explanation: The NetBackup process did not find the path of the host ID certificate.

Recommended Action: In case of the NetBackup CA, verify that the hosts have a valid host ID-based certificate. In case of an external CA, verify that the hosts have a valid external CA-signed certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7632

Message: A protocol sanity verification failed.

Explanation: The `vnetd` proxy protocol verification failed because it did not receive the expected protocol on a socket.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7633

Message: The state machine was terminated before completion.

Explanation: The `vnetd` proxy terminated an internal state before it completed.

Recommended Action: Under normal circumstances this message may be seen in the logs of the `vnetd` proxy. No user action is required. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7634

Message: Failed to set up a UNIX Domain Socket listener for user.

Explanation: A `vnetd` proxy process failed to initialize the listener UNIX Domain Socket.

Recommended Action: Examine the status message for additional details. It may be that the process does not have the permissions to create the required files or the disk volume may be full. Examine the state and the contents of `/usr/openv/var/proxy.d` (Linux) or *`install_path`*`\NetBackup\var\proxy.d` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7635

Message: Failed to create a local acceptor.

Explanation: A `vnetd` proxy process failed to initialize the acceptor socket.

Recommended Action: Examine the status message for additional details. There may be a listen port conflict, or a permission or free space problem with the `proxy.d` directory or its contents. The directory is located in `/usr/openv/var` or *`install_path`*`\NetBackup\var`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7636

Message: Failed to import socket from remote process.

Explanation: A `vnetd` proxy process failed to import a socket from another NetBackup process.

Recommended Action: This failure is likely a transient problem, perhaps because file descriptors are unavailable temporarily. Therefore, retry the operation. For other root causes, review the `nbpxyhelper` logs or contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7637

Message: Failed to export socket to remote process.

Explanation: A `vnetd` proxy process failed to export a socket to another NetBackup process.

Recommended Action: This failure is likely a transient problem, perhaps because file descriptors are unavailable temporarily. Therefore, retry the operation. For other root causes, review the `nbpxyhelper` logs or contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7638

Message: Failed to create a socket pair.

Explanation: A `vnetd` proxy process failed to create an internal pipe.

Recommended Action: This failure is likely a transient problem, perhaps because file descriptors or TCP ports are unavailable temporarily. Therefore, retry the operation. For other root causes, review the `nbpxyhelper` logs or contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7639

Message: Failed to create a peer name mapping.

Explanation: The `vnetd` proxy failed to set information in the peer mappings file.

Recommended Action: Examine the status message for additional details. It may be that the process does not have the permissions to create the required files or the disk volume may be full. Examine the state and the contents of `/usr/openv/cache/proxy.d` (Linux) or *`install_path`*`\NetBackup\cache\proxy.d` (Windows).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7640

Message: The peer closed the connection.

Explanation: The peer closed the `vnetd` proxy connection.

Recommended Action: Under normal circumstances this message may be seen in the `vnetd` proxy logs. No user action is required. If a problem persists, contact Cohesity Technical Support.

For more information, review this technical article:
https://support.cohesity.com/s/article/article-100039945

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7641

Message: Failed to find a common CA Root for secure handshake.

Explanation: The NetBackup process cannot initiate an SSL handshake with the `vnetd` proxy on a remote host because a common certificate authority root cannot be determined.

Recommended Action: Examine the error message for the details of which CA Roots each NetBackup process advertised. The following are possible causes of this error:

- **Recommended Action:** Missing, expired, or revoked host certificate on the local or the remote host. In case of the NetBackup CA, verify that the hosts have a valid host ID-based certificate. In case of an external CA, verify that the external certificate and keystore paths are correctly set in the external certificate configuration file. If the host is configured to use an encrypted keystore, ensure that the correct passphrase for the certificate's private key is specified for the `ECA_KEY_PASSPHRASEFILE` configuration option.
- **Recommended Action:** The hosts are not members of the same NetBackup domain. In case of the NetBackup CA, ensure that both hosts have host ID-based certificates issued by the required master server. In case of an external CA, ensure that both hosts have the external certificates that are enrolled with the required master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7642

Message: Failed to verify Java GUI session token.

Explanation: The `vnetd` proxy cannot validate the session token received from the **NetBackup Administration Console**.

Recommended Action: Do the following:

1. Verify the authorization of the user who launched the **NetBackup Administration Console**.

   See “About authorizing NetBackup users” in the NetBackup Administrator's Guide, Volume I.

2. Close the **NetBackup Administration Console**.

3. Launch a new instance of the **NetBackup Administration Console** and open the **Activity Monitor**.

If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7643

Message: Connection cannot be established because the host validation cannot be performed.

Explanation: An internal error occurred during the host validation.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7645

Message: Could not get name from certificate information.

Explanation: The NetBackup process cannot extract required information from the remote host certificate.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7647

Message: Proxy peer does not conform to proxy protocol.

Explanation: The `vnetd` proxy cannot validate that its peer is a `vnetd` proxy.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7648

Message: Connection cannot be established because the host validation failed.

Explanation: The host validation was not successful.

Recommended Action: Ensure that the NetBackup master server name and the host name are configured correctly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7649

Message: Data retrieved from the cache is not in a valid format.

Explanation: The host validation information obtained from the cache is not in a valid format.

Recommended Action: Delete the peer host's cache entry and retry the operation. Use `bpclntcmd -clear_host_cache`. If the problem continues, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7650

Message: Data that is retrieved from the server is not in a valid format.

Explanation: The host validation information obtained from the master server is not in a valid format.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7651

Message: Could not process audit reason.

Explanation: The `X-NetBackup-Audit-Reason` HTTP header cannot be decoded, possibly because the header was not properly encoded. Non-ASCII characters must be encoded using UTF-8 strings.

Recommended Action: Encode the `X-NetBackup-Audit-Reason` HTTP header using the appropriate UTF-8 strings to represent the non-ASCII characters, then resubmit the HTTP web service request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7652

Message: Secure communication proxy is not available for use.

Explanation: A `vnetd` secure communication proxy process is not running or available to secure a connection between hosts.

Recommended Action: Determine if the `vnetd` process and its proxies are running. On Windows, you can use the **Task Manager Processes** tab (you must show the **Command Line** column). On UNIX and Linux, you can use the NetBackup `bpps` command, as follows:

```
$ bpps
…output shortened…
root  13577  1  0 Aug27 ?  00:00:04 /usr/openv/netbackup/bin/vnetd -standalone
root  13606  1  0 Aug27 ?  00:01:55 /usr/openv/netbackup/bin/vnetd -proxy inbound_proxy
 -number 0
root  13608  1  0 Aug27 ?  00:00:06 /usr/openv/netbackup/bin/vnetd -proxy outbound_proxy
 -number 0
```

Depending on which `vnetd` process or proxy is running, try the following:

- If the `vnetd` process (`-standalone`) is not running, start it.
- If the `vnetd` process is running, examine the `vnetd` debug log to confirm that it tries to start the proxy processes.
- If the `vnetd` process does try to start the proxy processes, examine the `nbpxyhelper` debug log to determine why the proxy process does not listen for connections.

If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7653

Message: The Peer Certificate is revoked

Note: This error may also be thrown while logging on to the **NetBackup Administration Console** with a different error message and you will not be able to log in.

Explanation: The host certificate is present in the CRL and is revoked.

Recommended Action: Do the following, as appropriate:

- If the certificate was revoked in error, reissue a certificate for the host.
- If the certificate was revoked as intended, an attempted security breach may have occurred.

- Contact your security administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7654

Message: The Certificate Revocation List is invalid

Note: This error may also be thrown while logging on to the **NetBackup Administration Console** with a different error message and you will not be able to log in.

Explanation: The revocation status of the host certificate cannot be verified using the Certificate Revocation List (CRL) because the CRL format is not valid.

Recommended Action: On the host that has the invalid CRL, run the following command as an administrator to get a fresh CRL:

UNIX:

```
/usr/openv/netbackup/bin/nbcertcmd -getCRL
```

Windows:

```
install_path\NetBackup\bin\nbcertcmd -getCRL
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7655

Message: Certificate Revocation List is signed incorrectly

Note: This error may also be thrown while logging on to the **NetBackup Administration Console** with a different error message and you will not be able to log in.

Explanation: The signature of the Certificate Revocation List (CRL) does not match the public key of the CA on the master server. The revocation status of the host certificate cannot be verified using the CRL.

Recommended Action: The CRL may have been replaced. On the host that has the incorrectly signed CRL, run the following command as an administrator to get a fresh CRL:

UNIX:

```
/usr/openv/netbackup/bin/nbcertcmd -getCRL
```

Windows:

```
install_path\NetBackup\bin\nbcertcmd -getCRL
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7656

Message: Certificate Revocation List is out of date

Note: This error may also be thrown while logging on to the **NetBackup Administration Console** with a different error message and you will not be able to log in.

Explanation: The revocation status of the host certificate cannot be verified using the Certificate Revocation List (CRL) because the CRL expired. The CRL is older than 7 days.

Recommended Action: On the host that has the invalid CRL, run the following command as an administrator to get a fresh CRL:

UNIX:

```
/usr/openv/netbackup/bin/nbcertcmd -getCRL
```

Windows:

```
install_path\NetBackup\bin\nbcertcmd -getCRL
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7657

Message: Cannot identify service type of acceptor

Explanation: The `vnetd` proxy was unable to determine the service type of the acceptor socket.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7658

Message: Connection cannot be established because the host validation cannot be performed on the target host.

Explanation: An internal error occurred on the remote host while setting up the connection.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7659

Message: Connection cannot be established because the host validation failed on the target host.

Explanation: The host validation was not successful on the remote host while setting up the connection.

Recommended Action: Do the following, as appropriate:

- Ensure that the NetBackup master server name and other host names are correctly configured on the remote host.
- Ensure that the pending mapping requests for this host are approved, or, in the **NetBackup Administration Console**, select the **Security Management > Global Security Settings > Secure Communication > Automatically map NetBackup host ID to host names** option.
- If you have recently installed or upgraded NetBackup, ensure that the security certificates are correctly deployed on all hosts.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7660

Message: The peer proxy cannot find usable certificates for the certificate protocol

Explanation: The `vnetd` proxy on the peer host failed to find a usable certificate to complete the certificate protocol.

Recommended Action: Verify that certificates have been successfully deployed on the proxy peer host. If the problem occurs after certificates have been deployed successfully, save all the error log information and contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7662

Message: The external certificate cannot be automatically enrolled. The peer host's external certificate must be already enrolled.

Explanation: For external certificate automatic enrollment for a host, one of the communicating hosts must be already enrolled with an external certificate.

Recommended Action: Do the following:

1. Check the enrollment status on communicating hosts using the `nbcertcmd -listEnrollmentStatus` command. If both hosts are not enrolled, manually enroll one of the hosts, preferably the NetBackup server, using the `nbcertcmd -enrollCertificate` command.
2. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7663

Message: The matching master server name is not available in the NetBackup configuration file, which is required for the automatic enrollment of the external certificate.

Explanation: To complete the external certificate automatic enrollment: one of the server names in the NetBackup configuration file must match one of the subject alternate names in the NetBackup's web server external certificate.

Recommended Action: Do the following:

1. Ensure that the master server name is added as a server entry in the NetBackup configuration file of the respective host.
2. If the server entry is present, check the `subjectAltName` extension of the NetBackup's web server external certificate. Then, update the NetBackup configuration file with the correct server name entry.
3. If NetBackup configuration has correct server entry, but `subjectAltName` extension does not have the required host name, contact your Security Administrator. You need to get an external certificate with the correct `subjetAltName` extension.
4. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7720

Message: External certificate is not configured for the NetBackup host, therefore it cannot be removed.

Explanation: You cannot use the command line to remove the certificate because the certificate is not configured for the NetBackup host.

Recommended Action: Ensure that the external certificate is configured before you perform this operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7721

Message: External certificate is not configured for the NetBackup web UI, therefore it cannot be removed.

Explanation: You cannot use the command line to remove the certificate because the certificate is not configured for the NetBackup web UI.

Recommended Action: Ensure that the external certificate is configured before you perform this operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7722

Message: NetBackup host communication fails if you remove the given certificate.

Explanation: Either a NetBackup certificate or an external certificate is required for host communication.

Recommended Action: Ensure that either a NetBackup certificate or an external certificate is present for host communication.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7723

Message: Communication with the NetBackup web UI fails if you remove the certificate.

Explanation: Either a NetBackup certificate or an external certificate for the web UI is required for communication.

Recommended Action: Ensure that either a NetBackup certificate or an external certificate for the web UI is present for communication.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7724

Message: The certificate cannot be removed.

Explanation: An internal error has occurred during NetBackup web server configuration.

Recommended Action: Based on your operating system, collect the logs that are shown from the time of the error and contact Cohesity Technical Support.

- From the `/usr/openv/wmc/webserver/logs/` or the *`install_path`*`\NetBackup\wmc\webserver\logs\` directory, collect the `configureWebServerCerts.log`.
- From the `/usr/openv/netbackup/logs/nbwebservice` or the *`install_path`*`\NetBackup\logs\nbwebservice` directory, collect the `*.log`.
- From the `/usr/openv/netbackup/bin/admincmd` or the *`install_path`*`\NetBackup\bin\admincmd` directory, use the `nbauditreport` command to collect the audit records.
- From the `/usr/openv/netbackup/logs/nblibcurlcmd` or the *`install_path`*`\NetBackup\logs\nblibcurlcmd` directory, collect the `*.log`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7725

Message: List of certificates cannot be retrieved.

Explanation: NetBackup encountered an internal error while it read the certificates.

Recommended Action: Based on your operating system, collect the logs that are shown from the time of the error and contact Cohesity Technical Support.

- From the `/usr/openv/wmc/webserver/logs/` or the *`install_path`*`\Veritas\NetBackup\wmc\webserver\logs\` directory, collect the `configureWebServerCerts.log`.

- From the `/usr/openv/netbackup/logs/nbwebservice` or the *`install_path`*`\Veritas\NetBackup\logs\nbwebservice` directory, collect the `*.log`.
- From the `/usr/openv/netbackup/bin/admincmd` or the *`install_path`*`\Veritas\NetBackup\bin\admincmd` directory, use the `nbauditreport` command to collect the audit records.
- From the `/usr/openv/netbackup/logs/nblibcurlcmd` or the *`install_path`*`\Veritas\NetBackup\logs\nblibcurlcmd` directory, collect the `*.log`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7726

Message: The certificate ID is not valid.

Explanation: The certificate ID that is specified during certificate configuration or deletion is not valid.

Recommended Action: You must specify a valid certificate ID when you perform any of the listed actions:

1. Configure or delete a NetBackup certificate.
2. Configure or delete an external certificate for a NetBackup host.
3. Configure or delete an external certificate for the NetBackup web UI.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7727

Message: The NetBackup CA-issued certificates cannot be deleted using NetBackup APIs.

Explanation: This operation is not allowed using APIs.

Recommended Action: Use the `configureWebServerCerts -removeNBCert` command to delete the certificates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7728

Message: The input file of ECA configuration is not valid.

Explanation: The certificate details are not in the required format or not valid.

Recommended Action: Ensure that the input file is in the required format. Review the permissions on the `NetBackup Install Directory/var/global/wsl/credentials` folder. If the problem persists, save all the error logs, and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7729

Message: The specified CRL check level value is not valid.

Explanation: The CRL check level must be one of the allowed values.

Recommended Action: Specify one of the CRL check levels shown: `CHAIN`, `LEAF`, or `DISABLE`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7730

Message: The private key cannot be added.

Explanation: The external certificate details may not be in the required format or they are unsupported in FIPS mode.

Recommended Action: Ensure that the external certificate parameters (certificate chain, private key, and trust store) are in the correct format. If the problem persists, save all the error logs, and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7731

Message: The trust bundle cannot be added.

Explanation: The external certificate details may not be in the required format.

Recommended Action: Ensure that the external certificate parameters (certificate chain, private key, and trust store) are in the correct format. If the problem persists, save all the error logs, and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7732

Message: The NetBackup CA-issued certificates cannot be added using NetBackup APIs.

Explanation: This operation is not allowed using APIs.

Recommended Action: Use the `configureWebServerCerts -addNBCert` command to configure the certificates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7733

Message: External certificate of the NetBackup web UI cannot be removed.

Explanation: NetBackup encountered an internal error when it tried to remove the external certificate of the NetBackup web UI.

Recommended Action: Based on your operating system, collect the logs that are shown from the time of the error and contact Cohesity Technical Support.

- From the `/usr/openv/wmc/webserver/logs/` or the *`install_path`*`\NetBackup\wmc\webserver\logs\` directory, collect the `configureWebServerCerts.log`.
- From the `/usr/openv/netbackup/logs/nbwebservice` or the *`install_path`*`\NetBackup\logs\nbwebservice` directory, collect the `*.log`.
- From the `/usr/openv/netbackup/bin/admincmd` or the *`install_path`*`\NetBackup\bin\admincmd` directory, use the `nbauditreport` command to collect the audit records.
- From the `/usr/openv/netbackup/logs/nblibcurlcmd` or the *`install_path`*`\NetBackup\logs\nblibcurlcmd` directory, collect the `*.log`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7734

Message: External certificate of the NetBackup host cannot be removed.

Explanation: NetBackup encountered an internal error when it tried to remove the external certificate of the NetBackup host.

Recommended Action: Based on your operating system, collect the logs that are shown from the time of the error and contact Cohesity Technical Support.

- From the `/usr/openv/wmc/webserver/logs/` or the *`install_path`*`\NetBackup\wmc\webserver\logs\` directory, collect the `configureWebServerCerts.log`.
- From the `/usr/openv/netbackup/logs/nbwebservice` or the *`install_path`*`\NetBackup\logs\nbwebservice` directory, collect the `*.log`.
- From the `/usr/openv/netbackup/bin/admincmd` or the *`install_path`*`\NetBackup\bin\admincmd` directory, use the `nbauditreport` command to collect the audit records.
- From the `/usr/openv/netbackup/logs/nblibcurlcmd` or the *`install_path`*`\NetBackup\logs\nblibcurlcmd` directory, collect the `*.log`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7750

Message: The dashboard security status request or the data that is sent is not valid.

Explanation: The attempt to fetch security configurations request failed. The request or data is not valid.

Recommended Action: Retry the operation with valid request and data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7751

Message: The security status request cannot be processed.

Explanation: The NetBackup security dashboard APIs can report this error when an unexpected internal error occurs in processing the request.

Recommended Action: Perform the following as appropriate:

- Review the NetBackup troubleshooting guide for additional information about the error.
- Increase the logging level and retry the operation. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7752

Message: The Alta View user should perform the operation.

Explanation: The Alta View user saves the security baseline information. Only the Alta View user can modify it.

Recommended Action: Perform the operation from Alta View.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7800

Message: Unable to display the details for all identity providers.

Explanation: The web service is unable to communicate with database and get the required records.

Recommended Action: Retry the operation or check the database connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7801

Message: Unable to display the details for the identity provider with the specified name.

Explanation: The web service is unable to communicate with database and get the required records.

Recommended Action: Retry the operation or check the database connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7802

Message: Failed to add the identity provider.

Explanation: The web service is unable to communicate with database to add the given record.

Recommended Action: Retry the operation or check the database connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7803

Message: The IDP configuration contains invalid arguments or details.

Explanation: The IDP configuration contains invalid arguments or details. Some of the issues can be: incorrect number of arguments, incorrect value, or incorrect metadata content.

Recommended Action: Review all argument values and verify that they are correct. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7804

Message: Failed to delete the configuration for the identity provider.

Explanation: The web service is unable to communicate with the database and delete the specified record with the given ID.

Recommended Action: Retry the operation or check the database connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7805

Message: Failed to update the details for the configured identity provider with the specified name.

Explanation: The web service is unable to communicate with the database and update the specified record with the given name.

Recommended Action: Retry the operation or check the database connection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7806

Message: An IDP configuration with the specified name already exists.

Explanation: An attempt was made to add another IDP configuration with same name.

Recommended Action: Verify the IDP configuration name that you used and add IDP configuration with a different name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7807

Message: An IDP configuration with the specified name does not exist.

Explanation: An attempt was made to update or display the IDP configuration with the incorrect or a non-existent name.

Recommended Action: Provide the correct IDP configuration name or an existing IDP configuration name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7808

Message: An empty or a null name was specified.

Explanation: An empty or a null name was provided in the operation.

Recommended Action: Provide the non-empty or non-null name. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7809

Message: An invalid IDP configuration name was specified. The name can only contain the following characters: a-z, A-Z, 0-9, -, _.

Explanation: This code is shown when a name contains characters other than from this category: a-z, A-Z, 0-9, -, _

Recommended Action: Provide a name with characters from this category: a-z, A-Z, 0-9, -, _

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7810

Message: Failed to get service provider metadata.

Explanation: The following can cause this issue:

- The IDP metadata XML file has incorrect IDP metadata content.

- Java keystore file or Java keystore password file not present.

Recommended Action: Perform the following as appropriate:

- Review the metadata file and provide the correct IDP metadata content.
- Generate the Java keystore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7811

Message: An attempt was made to enable a new or an existing IDP configuration when there is already an IDP configuration that is enabled.

Explanation: An attempt was made to enable a new or an existing IDP configuration when there is already an IDP configuration that is enabled.

Recommended Action: Disable the enabled IDP and then retry the required operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7812

Message: At least one IDP configuration must be enabled.

Explanation: This code is an informational message. If an IDP configuration is not enabled, the **Single sign-on** button doesn't display on the sign-in screen.

Recommended Action: Review your IDP configuration and enable at least one of the configurations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7813

Message: The enable field or the metadata field is not present in the update identity provider payload. One of the fields is required to update the details for the configured identity provider with the specified name.

Explanation: An attempt was made to update the IDP configuration but did not include one of the following required fields:

- CLI field: `-e` (enable)
- CLI field: `-mxp` (metadata)

- API payload field: `enable`
- API payload field: `idpMetadata`

One of the fields is required to update the details for the configured identity provider with the specified name.

Recommended Action: Provide values for either the `-e` (enable) field or the `-mxp` (metadata) field using the CLI or either the `enable` or the `idpMetadata` fields in an update API payload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7814

Message: The specified file does not have expected format.

Explanation: The metadata file is not in the correct `.xml` format.

Recommended Action: Verify that the metadata file is in the correct `.xml` format. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7815

Message: Failed to redirect to the IDP server.

Explanation: The following can cause this issue:

- The IDP metadata XML file has incorrect IDP metadata content.
- Java keystore file or Java keystore password file not present.

Recommended Action: Perform the following as appropriate:

- Review the metadata file and provide the correct IDP metadata content.
- Generate the Java keystore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7850

Message: Unable to create mount due to an error in Instant Access.

Explanation: NetBackup is not able to create Instant Access Mount for given backup image.

Recommended Action: Verify that the BYO for Instant Access is done and that Instant Access properly functions. Refer to the NetBackup Administrator's Guide, Volume I for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7851

Message: Unable to check status of the mount due to an error in Instant Access.

Explanation: This issue happens when the mount becomes inactive or a failed status check of the mount.

Recommended Action: Verify that the BYO for Instant Access is done and that Instant Access properly functions. Refer to the NetBackup Administrator's Guide, Volume I for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7852

Message: Workload is not supported for malware detection.

Explanation: The workload of the backup image is not a standard or Windows workload.

Recommended Action: Only standard and Windows workloads are supported for malware detection.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7853

Message: Unable to get details of the image from the catalog.

Explanation: Unable to retrieve the details of the backup image from the catalog.

Recommended Action: Verify that the backup image exists in catalog and that it is not be expired.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7854

Message: Specified scan host pool is invalid.

Explanation: The request contained an invalid scan host pool ID.

Recommended Action: You must provide a valid scan host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7855

Message: Unable to create a worklist.

Explanation: Unable to create a list of backup images from the scan.

Recommended Action: Verify that the NetBackup services are up. Also verify that the database is available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7856

Message: Invalid `backupId`.

Explanation: If all backup images are skipped, then the on-demand scan returns an error due to any of following reasons:

- The backup image already has a host pool scan in progress.
- The backup image doesn't have any IA capable copies.
- The backup image doesn't have a valid media server associated with storage server. Example: Linux media server with a NetBackup version 9.1.2 or newer.

Recommended Action: Review the following as appropriate:

- If a backup image host pool scan is already in progress.
- If the backup image has an Instant Access capable copy. Refer to the NetBackup Administrator's Guide, Volume I for more details.
- The media server should have Linux and a NetBackup version 9.1.2 or newer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7857

Message: Scan host pool is not provided in the request.

Explanation: The scan host pool is not provided in the request.

Recommended Action: You must provide a valid scan host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7858

Message: Malware tool is not specified in the request.

Explanation: A malware tool is not specified in the request.

Recommended Action: You must provide a valid malware tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7859

Message: Scan host name is not specified in the request.

Explanation: The scan host name is not provided.

Recommended Action: You must provide a unique scan host name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7860

Message: Scan host pool name is not specified in the request.

Explanation: The scan host pool name was not specified when the new scan host pool was created.

Recommended Action: You must provide a unique scan host pool name when a new one is created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7861

Message: Share type is not specified in the request.

Explanation: The request does not have a specified share type.

Recommended Action: You must provide a valid share type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7862

Message: Specified malware tool is invalid.

Explanation: The malware tool that is specified in the request is invalid.

Recommended Action: You must provide a valid malware tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7863

Message: Specified scan host is invalid.

Explanation: The scan host ID that is provided in the request is invalid.

Recommended Action: You must provide a valid scan host ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7864

Message: The scan host cannot be created because the scan host name already exists in the database.

Explanation: A scan host with the same name already exists.

Recommended Action: You must provide a unique scan host name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7865

Message: The scan host pool cannot be created because the scan host pool name already exists in the database.

Explanation: A scan host pool with the same name already exists in NetBackup.

Recommended Action: You must provide a unique scan host pool name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7866

Message: The specified malware tool does not exist.

Explanation: The malware tool ID provided in the request does not exist in the supported malware tool list.

Recommended Action: You must provide a valid malware tool ID from the supported malware tool list.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7867

Message: The malware tool cannot be created because the malware tool name already exists in the database.

Explanation: The malware tool that is specified in the request is already added to the system.

Recommended Action: The malware tool name must be unique.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7868

Message: The specified scan host does not exist.

Explanation: The specified scan host does not exist.

Recommended Action: You must provide a valid scan host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7869

Message: The specified scan host pool does not exist.

Explanation: The scan host pool does not exist.

Recommended Action: You must provide a valid scan host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7870

Message: The specified scan result does not exist.

Explanation: The scan result that is specified in the request does not exist in the system.

Recommended Action: The scan result should exist in the system. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7871

Message: Invalid scan result request.

Explanation: The request that is provided is invalid.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7872

Message: No scan host was found for the specified scan host pool.

Explanation: The scan host does not have a scan host associated with it.

Recommended Action: You must associate a scan host with a scan host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7873

Message: Unable to delete the mount due to an error in Instant Access.

Explanation: Unable to delete the mount that is associated with the backup image.

Recommended Action: Verify that Instant Access works and has a backup image mounted. Refer to the NetBackup Administrator's Guide, Volume I for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7874

Message: Unable to update the backup image by catalog client.

Explanation: Unable to update the malware scan result of the backup image in catalog.

Recommended Action: Verify that the backup image exists in catalog and that image is not expired.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7875

Message: Invalid `worklistId`.

Explanation: The request contains an invalid `worklistId`.

Recommended Action: Verify that a valid `worklistId` is tagged in the request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7876

Message: Invalid scan host credentials.

Explanation: Invalid credentials are associated with scan host.

Recommended Action: If the scan host pool has an SMB share, then verify that the Active Directory details are provided in the credentials that are associated with the scan host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7877

Message: Invalid media server in image catalog.

Explanation: This issue can happen because of one of the following:

- No Linux media server available.
- The Linux media server does not have NetBackup version 9.1.2 or newer installed.
- Any supported media server not available at the time of scan.
- Unable to get details of media server.

Recommended Action: Perform the following as appropriate:

- Upgrade the media server to version 9.1.2 or newer.
- Check if the media server OS is Linux.
- Check if the supported media server is available and has connectivity to the master server. Refer to the NetBackup Administrator's Guide, Volume I for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7878

Message: Unable to initiate the scan on media server.

Explanation: There is an issue initiating the scan on the media server.

Recommended Action: A scan cannot be initialized on the media server. Verify that the media server is up and that there are no connection issues.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7879

Message: No active scan host was found in the selected scan host pool.

Explanation: The scan host that was added is not active in selected scan host pool.

Recommended Action: You must activate the scan host that is associated with the scan host pool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7880

Message: Unable to assign permissions on scan host credentials.

Explanation: Unable to assign permissions to the media server to connect with CMS for the scan host credential.

Recommended Action: Verify if the supported media server is available and then reinitiate scan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7881

Message: The specified scan host pool and scan host mapping does not exist.

Explanation: The specified scan host is not associated with given scan host pool.

Recommended Action: You must provide a valid scan host and scan host pool ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7882

Message: Specified media server is not supported.

Explanation: The media server is not supported.

Recommended Action: Upgrade the media server to a version that is supported.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7883

Message: Specified media server is not available.

Explanation: This issue happens if any supported media server is not available for the given backup image to initiate a scan on a scan host.

Recommended Action: Verify that the supported media server is available and then reinitiate scan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7884

Message: Storage server does not exist.

Explanation: The storage server is not available or does not exist.

Recommended Action: Verify that storage server is available or that it exists.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7885

Message: Scan result data limit exceeds.

Explanation: The exported file exceeds the limit of 200 MB.

Recommended Action: There are too many infected files that cannot be exported to one file (limit is 200 MB). Review the detailed infected file list in the scan logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7886

Message: Invalid scan result ID.

Explanation: NetBackup returned an invalid scan result ID.

Recommended Action: Verify that the scan job cancellation was from an invalid scan result ID. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7887

Message: Specified `X-Trigger-Method` header is invalid.

Explanation: The header that is entered contains a value that is not `AUTOMATIC` or `MANUAL`.

Recommended Action: Please enter a valid header that contains either `AUTOMATIC` or `MANUAL`. If no value is entered, the default value is `MANUAL` is used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7888

Message: Large number of infected files.

Explanation: There are too many infected files in the selected scan result. This result cannot be exported or viewed.

Recommended Action: Because the results cannot be exported or viewed, you must review the scan logs to view a detailed list of the infected files for the selected scan result.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7889

Message: Too many infected files in the selected time range.

Explanation: There are too many infected files in a selected recovery time range.

Recommended Action: Review the scan logs to view the infected files list for the backup images in the selected date range. Update the date range or recovery files and folders selection to reduce the number of infected files. Retry the operation.

You can also perform one of the following:

- Select the **Allow recovery of files impacted by malware** option which can be used to recover selective clean files.
- Skip that backup image from recovery.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7890

Message: Unable to delete the scan host pool.

Explanation: The scan host pool cannot be deleted because the scan host pool is currently in use by one or more scan jobs.

Recommended Action: Review the scan results page to identify the scan jobs that are using the scan hosts associated with this scan host pool to scan backup images. Wait for the scan jobs to finish and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7891

Message: Unable to delete the scan host.

Explanation: The scan host cannot be deleted because one or more scan jobs selected this scan host to scan backup images.

Recommended Action: Review the scan results page to identify the scan jobs that are using the selected scan host to scan backup images. Wait for the scan jobs to finish and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7892

Message: Unable to remove the scan host from a scan host pool.

Explanation: The scan host cannot be removed from a scan host pool because a malware scan job selected this scan host from a scan host pool to scan backup images.

Recommended Action: Review the scan results page to identify the scan jobs that are using the selected scan host to scan backup images. Wait for the scan job to finish and try to remove the scan host from the scan host pool again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7893

Message: No scan process was found for the specified scan result.

Explanation: NetBackup didn't find a scan process for the specified scan result.

Recommended Action: Review the scan result ID to get the correct scan process information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7894

Message: Failed to cancel malware scan job.

Explanation: The malware scan job did not complete due to an error with the scan result ID.

Recommended Action: Verify that you have the correct scan result ID and retry the cancel operation with the correct scan result ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7895

Message: The number of parallel scans should be in the range from 1 to 10.

Explanation: An invalid number of parallel scans was entered.

Recommended Action: You must enter a valid number of parallel scans. The valid range of parallel scans is 1 to 10.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7896

Message: The requested scan host is mapped with an existing scan pool.

Explanation: This message is displayed when you try to delete a scan host which is associated with one or more scan host pools.

Recommended Action: Remove the selected scan host from all associated scan host pools and try to delete again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7897

Message: The requested scan host is associated with an existing scan result.

Explanation: This message is displayed when you try to delete a scan host which is mapped with one or more scan results.

Recommended Action: To clean up the scan results, adjust the cleanup period and try to delete scan host again. Refer to the *NetBackup Administrator's Guide, Volume I* for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7898

Message: Error in the processing scan and the recover request.

Explanation: There is a failure in the scan or a failure in initiating the recovery request.

Recommended Action: Review the job details in the Activity Monitor for an error and retry the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7899

Message: The requested recovery options are invalid.

Explanation: There is an invalid recovery request specified.

Recommended Action: You must verify the recovery request and try again. Review the `webservice` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7900

Message: Unable to initiate recovery request.

Explanation: Failed to initiate a recovery for a malware job after successful scanning.

Recommended Action: You must verify the recovery request and retry. Review the `webservice` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7901

Message: The specified malware job does not exist.

Explanation: Specified malware job ID is invalid or does not exist.

Recommended Action: You must verify the recovery request and retry. Review the `webservice` logs for more details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7902

Message: Failed to cancel malware job because the job is completed.

Explanation: Unable to cancel malware job as because the job is already in completed state.

Recommended Action: Completed malware jobs cannot be canceled.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7903

Message: Unable to create a scan and a recovery job.

Explanation: Failed to create an Activity Monitor scan job for a scan before a recovery request.

Recommended Action: Review the `webservice` logs and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7905

Message: Unable to create a malware job.

Explanation: Failed to create a malware scan job for the given scan before the recovery request.

Recommended Action: Review the `webservice` logs and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7907

Message: Too many backup images for scan and recover in selected date range.

Explanation: More than 100 images were found between the start and the end dates for recovery time scan.

Recommended Action: Change the start or the end date of backup images that you selected for recovery.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7910

Message: Not able to complete scan job.

Explanation: User can select one or more images and start the scan. One activity monitor job is created to track the scan of all images that are selected as part of one request. If one of the scans fails, the activity monitor job fails with this error.

Recommended Action: Review the job details in the Activity Monitor for an error and retry the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7911

Message: Workload is not supported for malware test scan.

Explanation: The backup images that are selected for test scan are not of **Standard** policy type.

Recommended Action: Select backup image of **Standard** policy type for test scan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7912

Message: Provided backup copy is not Instant Access capable.

Explanation: The backup image copy that is selected for test scan is not Instant Access capable.

Recommended Action: Select a backup image or copy which is instant access capable. For example, backup image on MSDP storage.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7913

Message: Not able to initiate scan on given scan host.

Explanation: Primary server cannot successfully send the scan request to media.

Recommended Action: Review the job details in the Activity Monitor for an error and retry the job.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7914

Message: Unable to delete scan result.

Explanation: The scan result cannot be deleted due to one of the following reasons:

- Another request deleted the selected scan results.
- Scan result no longer exists.
- The state of the scan result is other than failed or canceled.

Recommended Action: Refresh the web UI and determine if the scan result exists in a failed or a canceled state.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7915

Message: Too many scan results to cancel.

Explanation: You can only cancel 20 scan results at a time.

Recommended Action: Reduce the number of scan results to cancel to 20 or fewer.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7927

Message: The specified scan tool does not exist.

Explanation: NetBackup cannot find the scan tool on the client that is used as the compute host.

Recommended Action: Install the relevant scan tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7928

Message: The requested backup image does not contain any file entropy anomalies to be scanned.

Explanation: No anomalous files were found in requested backup image run the anomaly scan.

Recommended Action: In the web UI for the primary server, go to **Detection and reporting > Anomaly detection > Backup anomalies**. If the image you specified does not have an **Anomaly type** of **Image entropy**, you cannot run the anomaly scan on the image.

Recommended Action: You can also review the anomaly detection section in the *NetBackup Security and Encryption Guide* for further assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7929

Message: Unable to retrieve the compute host for this operation.

Explanation: Unable to get the host configuration selected for scan. Unable to communicate with NetBackup client installed on host.

Recommended Action: Confirm that the NetBackup primary server and client can communicate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7930

Message: Specified compute host is invalid.

Explanation: The host type for the compute host is invalid. Valid compute hosts are Linux clients with NetBackup 11.2.0.1 or greater.

Recommended Action: Specify a valid compute host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7932

Message: Invalid compute host name.

Explanation: Host name is not correct or doesn't exist.

Recommended Action: Specify the host name of the correct client that is the compute host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7934

Message: The specified compute host does not exist.

Explanation: NetBackup cannot establish a connection with the compute host.

Recommended Action: Confirm that the NetBackup primary server and client can communicate or determine if compute host was deleted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7935

Message: The specified storage server is not available.

Explanation: Storage server information that is configured with NetBackup master server cannot be found.

Recommended Action: Determine if the storage server is correctly configured with the primary server and that it is Instant Access (IA) capable. Review the IA-capable storage server types that NetBackup supports.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 7937

Message: Unable to delete scan result.

Explanation: Only the scan results that are failed or canceled can be deleted.

Recommended Action: Choose to delete a scan result that is failed or canceled.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8000

Message: User does not have permission(s) to perform the requested operation.

Explanation: The user does not have permission(s) to perform the requested operation.

Recommended Action: To perform the requested operation, you must be a root user, administrator, or have the appropriate privileges through Role-Based Access Control (RBAC). Contact the NetBackup system administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8001

Message: The JSON Web Token is expired

Explanation: The JWT token that is associated with the user's login session has expired.

Recommended Action: The user must log on again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8002

Message: JWT Token is invalid

Explanation: The JWT token that is associated with the user's login session is not valid.

Recommended Action: The user must log on again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8009

Message: Specified permission not present in JSON Web Token

Explanation: The user is not authorized to perform the requested action.

Recommended Action: The user should contact the NetBackup security administrator to request RBAC permissions for the NetBackup web user interface.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8016

Message: Cannot delete a role based access control resource that is configured in an access rule.

Explanation: The role or object group that you tried to delete is configured in an access rule.

Recommended Action: Before you can delete a role or an object group, you must remove it from all of the associated access rules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8018

Message: Identity cannot be empty. Enter a valid user or group.

Explanation: The API received an empty identity input value.

Recommended Action: The API expects a non-empty input value in order to identify and validate a user or group. Ensure that the identity input value is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8019

Message: Invalid identity format. When specifying a domain, use either the User Principal Name (UPN) format or the Down-Level Logon Name format.

Explanation: The API received an identity input value that is not in the expected format.

Recommended Action: The API requires that the input value be in a specific format in order to identify and validate a user or group. Ensure that the identity input value is in one of the following formats:

- *username@DOMAIN*
- *DOMAIN\username*
- *groupname@DOMAIN*
- *DOMAIN\groupname*
- *username*
- *groupname*

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8021

Message: Unable to validate the user or group.

Explanation: The user or group cannot be validated because the LDAP domain is not configured.

Recommended Action: Use the `vssat addldapdomain` command to configure the LDAP domain. For more information, refer to the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8051

Message: FULL recovery backup not found.

Explanation: If an incremental backup is attempted, NetBackup checks for previous full backup. If a full backup image is not found, then this error is displayed.

Recommended Action: You must start or schedule a full backup first and then an incremental backup can be run or scheduled. After this incremental backup, the image can be recovered.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8053

Message: Asset type for recovery object does not match with scenario type.

Explanation: The `assetType` value is not `INSTANCE` for the instance backup image in the payload.

Recommended Action: Set the value of `assetType` to `INSTANCE` in the payload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8054

Message: Unknown host server.

Explanation: The target host that was provided for recovery is not valid or is not accessible.

Recommended Action: Verify that the target host is a valid NetBackup client host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8055

Message: Error while renaming file.

Explanation: Error while renaming the recovery file path.

Recommended Action: Verify that the path that is provided doesn't contain any non-ASCII characters.

If you need to contact Cohesity Technical Support, you must have the `tar` log from the recovery host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8056

Message: Database name is invalid input for instance recovery.

Explanation: The database name is included in the payload for instance backup image recovery.

Recommended Action: Remove the database name from payload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8100

Message: The vCloud organization name cannot be blank.

Explanation: The vCloud organization name is blank and the prerecovery check is done.

Recommended Action: Verify that the vCloud organization name is added. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8101

Message: The vCloud organization virtual datacenter name cannot be blank.

Explanation: The vCloud organization virtual datacenter name is blank and the prerecovery check is done.

Recommended Action: Verify that the vCloud organization virtual datacenter name is added. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8102

Message: The vCloud vApp name cannot be blank.

Explanation: The vCloud vApp name is blank and the prerecovery check is done.

Recommended Action: Verify that the vCloud vApp name is added. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8103

Message: The vCloud catalog name cannot be blank.

Explanation: The vCloud catalog name is blank and the prerecovery check is done.

Recommended Action: Verify that the vCloud catalog name is added. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8104

Message: The vCloud catalog vApp template name cannot be blank.

Explanation: The vCloud catalog vApp template name is blank and the prerecovery check is done.

Recommended Action: Verify that the vCloud catalog vApp template name is added. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8105

Message: Specify a valid value for the recovery failure strategy.

Explanation: An invalid value was provided for the recovery failure strategy when the recovery request was started.

Recommended Action: Provide the valid values of recovery failure strategy type as `Fail Fast`, `Proceed Ahead`, or `Retry`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8106

Message: Specify a valid value for the retry count.

Explanation: An invalid retry count value was provided for the `Retry` failure restore strategy type when the recovery request was started.

Recommended Action: Provide a valid retry count when the `Retry` strategy type is selected. The valid `Retry` count range is 2 to 5.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8107

Message: The recovery failure strategy feature is disabled on the Kubernetes workload.

Explanation: This code is returned when the `K8s_workload_V3` toggle is disabled and a restore failure strategy is passed during the recovery process.

Recommended Action: Enable the feature toggle for AIR, duplication, and the restore failure strategy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8200

Message: KMIP internal error.

Explanation: This issue is a `nbkmiputil` or `libnbkmip` internal library error.

Recommended Action: Review the `nbkmiputil` legacy logs to help find the cause of the issue. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8201

Message: Failed to connect to the external KMS server.

Explanation: Unable to complete the initial TCP/IP connection with external KMS server.

Recommended Action: The external KMS server name or the IP address might be wrong. Check the network connectivity between the master server and the external KMS server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8203

Message: Failed to initialize SSL context to connect to the external KMS server.

Explanation: NetBackup cannot initialize the SSL context after initial connection to EKMS server. This issue can be a mismatch between the certificate and the private key or insufficient memory on a given computer.

Recommended Action: Check for any mismatch between private key and certificate. Check for any out of memory error.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8204

Message: Failed to establish SSL connection with the external KMS server.

Explanation: After initial connection to EKMS server and SSL context initialization, the SSL connection cannot be established with an EKMS server.

This issue is possible in the following circumstances:

- When a certificate is invalid or it is expired.
- The passphrase of a private key is not valid.
- A certificate cannot be verified with the trust store CA.

Recommended Action: Review the credentials (private key, certificate, CA certificate, passphrase for private key) that are used to connect to EKMS server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8205

Message: Failed to establish SSL connection with the external KMS server because the connection times out.

Explanation: After initial connection to EKMS server, the TLS or the SSL connection with the external KMS server, can't be completed in a stipulated time. The SSL connection times out because the TLS handshake takes longer than the specified connection time-out value.

Recommended Action: Increase the connection time-out value.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8207

Message: The KMIP request to external KMS server failed.

Explanation: The SSL read or write failed on TCP/IP SSL connection.

Recommended Action: Try one of the following as appropriate:

- Check the connection with the server.
- Check the operation by running the `nbkmiputil` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8208

Message: The KMIP request to external KMS server has timed out.

Explanation: KMIP request took longer time than the time-out value.

Recommended Action: Increase the request time-out value. Check the server response using EKMS CLI or any other network tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8209

Message: The KMIP item cannot be found.

Explanation: The Key-ID was not found during the KMIP input request.

Recommended Action: Check whether the KMIP item is present on the EKMS server using EKMS CLI or any other network tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8211

Message: SSL verification failed due to host name mismatch.

Explanation: The KMS server certificate `SAN` and `CN` fields don't have a host name that matches with the host name to which KMIP client is connected to. The peer host validation failed.

Recommended Action: Check that the connecting host name exists in the KMS server certificate `SAN` or `CN` field. If the host name does not exist, fix the server certificate or bypass the peer host validation by setting the `EKMS_VERIFY_HOST=0` flag in the `bp.conf` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8212

Message: SSL verification failed due to IP address mismatch.

Explanation: The KMS server certificate `SAN` and `CN` fields don't have an IP address that matches with the IP address to which KMIP client is connected to. The peer host validation failed.

Recommended Action: Check that the connecting host name IP address exists in the KMS server certificate `SAN` or `CN` field. If the host name IP address does not exist, fix the server certificate or bypass the peer host validation by setting the `EKMS_VERIFY_HOST=0` flag in the `bp.conf` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8216

Message: The KMIP version is not supported.

Explanation: The KMIP server and client are mismatched in the KMIP protocol version.

Recommended Action: The KMIP server and the client are mismatched in the KMIP protocol version. Refer to the Cohesity Software Compatibility List or the NetBackup Security and Encryption Guide for supported KMIP versions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8217

Message: Error was encountered at external KMS server while the operation was performed.

Explanation: An error was encountered at the external KMS server while the requested operation was performed. The error is generated from the EKMS server side. If additional message is provided, review the external KMS server documentation for help.

Recommended Action: Perform the same operation through EKMS CLI or any other network tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8220

Message: The permission is denied.

Explanation: The user doesn't have the proper permissions to perform the KMIP operation.

Recommended Action: Review user permissions at the EKMS server whose certificate is used to connect to EKMS server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8221

Message: The KMIP object is archived.

Explanation: The KMIP object is archived.

Recommended Action: The KMIP object must be recovered from the archive before the operation is performed using the EKMS server tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8224

Message: NetBackup does not support any of the KMIP versions that the external KMS server supports.

Explanation: NetBackup does not support any of the KMIP versions that the external KMS server supports. NetBackup supports KMIP version 1.0, 1.1, 1.2, 1.3 and 1.4.

Recommended Action: Check if the external KMS server supports any of the NetBackup supported KMIP versions and change the external KMS server setting to use it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8226

Message: The KMIP operation is not attempted.

Explanation: KMIP operation is not performed or executed if the pre-requisite operation is failed or not performed.

Recommended Action: Debug or troubleshoot the pre-requisite operation and then try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8227

Message: No NetBackup keys are found.

Explanation: The external KMS server doesn't have any keys which are qualified as NetBackup keys (the custom attribute name `x-application` is set to `NetBackup`).

Recommended Action: Check the EKMS server whether any key is defined with custom attribute `x-application=NetBackup` to qualify as NetBackup (case sensitive) key. Review user permissions and verify that the user has the permission to locate keys as per their privileges.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8228

Message: Failed to perform CRL check.

Explanation: Failed to perform the CRL check because the CRL can't be downloaded from the CDP or the certificate chain is not verified.

Recommended Action: Check for following things as appropriate:

- Verify that the CRL and the EKMS server certificates are from the same CA.
- Verify that the `ECA_CRL_PATH` is set in the NetBackup configuration. If the path exists, confirm that is has EKMS server certificate CRLs.
- If ECA_CRL_PATH is not set, verify that the EKMS server certificate has CDP defined.
- If the CDP is defined, verify that the CDP server is reachable.
- If CDP server is reachable, then verify that the downloader `vnetd` service is up and running.
- If CRL check level is not defined at the time of KMS configuration then the default CRL check level is `LEAF`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8229

Message: The external KMS server certificate is revoked.

Explanation: The external KMS server certificate is revoked.

Recommended Action: Use the unrevoked certificate for the EKMS server or the CRL check can be disabled.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8234

Message: Failed to set certificate in the SSL context.

Explanation: NetBackup failed to initialize the SSL context with the provided certificate. The certificate format is not supported.

Recommended Action: Use a PEM encoded certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8235

Message: Failed to set CA certificates in the SSL context.

Explanation: NetBackup failed to initialize SSL context with the provided CA certificates. The CA certificate format is not supported.

Recommended Action: Use PEM encoded CA certificates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8236

Message: Failed to set private key in the SSL context.

Explanation: NetBackup failed to initialize SSL context with the provided private key. Either the private key encoding format is not supported, or it does not match the provided certificate.

Recommended Action: Use a PEM encoded private key. Verify the key matches with the provided certificate by using the `openssl` utility.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8237

Message: The keys that were retrieved from the external KMS server are not usable for encryption.

Explanation: The Symmetric key that was retrieved from the external KMS server is not usable for encryption due to the following:

- Cryptographic Usage Mask of the key is not set for encryption.
- Process Start Date of the key is in future.
- Protect Stop date precedes the current time.
- The time and or date does not match between the NetBackup master server and the external KMS server.

Recommended Action: Perform the following as appropriate:

- Set the Cryptographic Usage mask of the key for encryption.
- Correct the Process Start date.
- Correct the Protect Stop date.
- Check if the time and or date does not match between the NetBackup master server and the external KMS server. If they do not match, correct the time and or date.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8238

Message: The keys that were retrieved from the external KMS server are not usable for decryption.

Explanation: The Symmetric key that was retrieved from the external KMS server is not usable for decryption due to the following:

- State of the key is other than the allowed states active, compromised, or deactivated.
- Cryptographic Usage Mask of the key is not set for decryption.
- Process Start Date of the key is in future.
- The time and or date does not match between the NetBackup master server and the external KMS server.

Recommended Action: Perform the following as appropriate:

- Set the Cryptographic Usage mask of the key for decryption.

- Correct the Process Start date.
- Check if the time and or date does not match between the NetBackup master server and the external KMS server. If they do not match, correct the time and or date.
- Set the flag `EKMS_DISABLE_KEY_USAGE_CHECK=1` in `bp.conf` to bypass key usage check.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8240

Message: The KMIP object already exists.

Explanation: The KMIP object already exists.

Recommended Action: The KMIP object must be provided with a unique name when the object is created.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8250

Message: Cannot create the NetBackup job.

Explanation: Cannot create the NetBackup job.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8251

Message: Failed to update NetBackup job.

Explanation: Could not update the NetBackup job.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8252

Message: Unsupported policy type.

Explanation: The policy type is not supported.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8253

Message: Cannot restore the requested resource.

Explanation: Cannot restore the requested resource.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8300

Message: The global data-in-transit encryption is enforced in the NetBackup domain, but it cannot be enabled as the client or the backup host version is older than 9.1.

Explanation: Data-in-transit encryption is supported from NetBackup version 9.1 and later. If the data-in-transit encryption is enforced in the domain and the operation involves a client or a backup host having a version older than 9.1, the backup or restore fails.

Recommended Action: Perform the following as appropriate:

- Upgrade the NetBackup client or the backup host to a version that supports data-in-transit encryption.
- Contact your security administrator and change the data-in-transit encryption global setting to `PREFERRED_ON` or `PREFERRED_OFF`.
  Note that the data-in-transit encryption is disabled during communication with hosts running a version older than 9.1.

For more information, refer to the*Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8301

Message: The global data-in-transit encryption is enforced in the NetBackup domain, but it cannot be enabled as the media server version is older than 9.1.

Explanation: Data-in-transit encryption is supported from NetBackup version 9.1 and later. If the data-in-transit encryption is enforced in the domain and the operation involves a media server having a version older than 9.1, multiple NetBackup operations fail. These operations can include backup, restore, duplication, import, and others.

Recommended Action: Perform one of the following as appropriate:

- Upgrade the NetBackup media server to a version that supports data-in-transit encryption.
- Change the configuration to select the media server which supports data-in-transit encryption for performing the NetBackup operations.
- Contact your security administrator and change the data-in-transit encryption global setting to `PREFERRED_ON` or `PREFERRED_OFF`.

  Note that data-in-transit encryption is disabled during communication with hosts having a version older than 9.1.

For more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8302

Message: The data-in-transit encryption attribute of the backup image cannot be updated.

Explanation: If the data-in-transit encryption is enabled for the backup operation, the data-in-transit attribute of the backup image cannot be updated to reflect the data-in-transit encryption status. As a result of this requirement, the backup fails.

Recommended Action: Perform the following:

1. Ensure that the `bpdbm` service is running on the primary server and there is connectivity between the media server and the primary server.
2. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you

troubleshoot this issue. If you do contact Cohesity Technical Support, you need to have the media server `bpbrm` logs available to help troubleshoot the issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8303

Message: The data-in-transit encryption attribute of the job cannot be updated.

Explanation: If the data-in-transit encryption is enabled for the operation, the data-in-transit attribute of the job cannot be updated to reflect the data-in-transit encryption status. As a result of this requirement, multiple NetBackup operations such as backup, restore, duplication, import, and others fail.

Recommended Action: Perform the following:

1. Ensure that the `bpjobd` service is running on the primary server and there is connectivity between the media server and the primary server.
2. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue. If you do contact Cohesity Technical Support, you need to have the media server and the primary server logs available to help troubleshoot the issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8304

Message: The global data-in-transit encryption setting cannot be fetched.

Explanation: The global data-in-transit encryption setting cannot be fetched from the `bpcd` service running on the primary server. As a result of this lack of communication, multiple NetBackup operations such as backup, restore, duplication, import, and others fail.

Recommended Action: Perform the following:

1. Ensure that the `bpcd` service is running on the primary server.
2. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue. If you do contact Cohesity Technical Support, you need to have the following primary server logs available to help troubleshoot the issue:
   - `nbwebservice`

- nbjm
- bprd
- bpcd

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8305

Message: The data-in-transit encryption setting of the client cannot be fetched.

Explanation: The data-in-transit encryption setting of the client cannot be fetched from the bpcd service running on the client. As a result of this lack of communication, backup or restore fails.

Recommended Action: Perform the following:

1. Ensure bpcd service is running on the client.
2. Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue. If you do contact Cohesity Technical Support, you need to have the media server bpbrm and the client bpcd logs available to help troubleshoot the issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8306

Message: The data-in-transit encryption (DTE) mode of the backup image is set to On, therefore NetBackup tries to encrypt the data but the media server version is older than 9.1.

Explanation: The backup image that is used for secondary operations such as restore, duplication, import, verify, and others, has data-in-transit encryption (DTE) mode enabled. Therefore NetBackup tries to encrypt the data. However, the media server version is older than 9.1 and as a result, the given operation fails.

Recommended Action: Perform one of the following as appropriate:

1. Upgrade the NetBackup media server to a version that supports data-in-transit encryption.
2. Change the configuration to select the media server which supports data-in-transit encryption for performing NetBackup operations.

3. Change the data-in-transit encryption (DTE) mode of the given backup image to `Off` using the following command:

   ```
   bpimage -update -image_dtemode Off -id <backup_id>
   ```

4. Set `DTE_IGNORE_IMAGE_MODE = WHERE_UNSUPPORTED` in the NetBackup configuration file of the primary server or the media server.

For option 3 and option 4, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8307

Message: The global data-in-transit encryption (DTE) is enforced in the NetBackup domain, but the DTE setting is disabled on the client or the backup host.

Explanation: The data-in-transit encryption in the domain is enforced, but the data-in-transit encryption setting on the client or the backup host is disabled and it conflicts with the global setting. As a result of this issue, backup or restore fails.

Note: For a 9.1 NetBackup client, if the data-in-transit encryption mode (`DTE_CLIENT_MODE` option) is not explicitly set, it is considered to be Off.

Recommended Action: Perform one of the following as appropriate:

- If data-in-transit is to be enforced for a client or a backup host, then enable data-in-transit encryption for that client or a backup host. Enable encryption by setting the `DTE_CLIENT_MODE` option in the `bp.conf` configuration file to `On`.
- If data-in-transit encryption is to be off for a particular client or a backup host, perform the following:
  - Set the data-in-transit encryption of the domain to `PREFERRED_ON`.

For option 2, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8308

Message: The data-in-transit encryption (DTE) mode of the backup image is set to `On`, therefore NetBackup tries to encrypt the data but the client version is older than 9.1.

Explanation: The backup image that is used for the NetBackup operation has the data-in-transit encryption (DTE) mode enabled. Therefore, NetBackup tries to encrypt the data. However, the client version is older than 9.1. and as a result restore fails.

Recommended Action: Perform one of the following as appropriate:

1. Upgrade the NetBackup client to a version that supports data-in-transit encryption.
2. Change the data-in-transit encryption (DTE) mode of the given backup image to `Off` using the following command:

   ```
   bpimage -update -image_dtemode Off -id <backup_id>
   ```

3. Set `DTE_IGNORE_IMAGE_MODE = WHERE_UNSUPPORTED` in the NetBackup configuration file of the primary server.

For option 2 and option 3, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8310

Message: The data-in-transit encryption (DTE) setting is enabled on the client, but is disabled on the media server.

Explanation: The data-in-transit encryption setting on client host is enabled but DTE setting at media server is disabled. As a result of this issue, the backup or restore fails.

Recommended Action: Perform one of the following as appropriate:

1. Change the NetBackup configuration to select the media server which supports data-in-transit encryption for performing the NetBackup operation.
2. The media server that handles the given operation needs to have the data-in-transit encryption setting enabled. Change the media server DTE setting of the given media server to `on` using the following command:

```
nbseccmd -setsecurityconfig -dtemediamode on -mediaserver <media_server_n
```

3. If the media server that handles the NetBackup operation needs to have data-in-transit encryption disabled, ensure that the following configurations are set:
   - The global DTE mode should be either `PREFERRED_OFF` or `PREFERRED_ON`.
   - The DTE client mode setting needs to be either `OFF` or `AUTOMATIC`.

For option 3, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8311

Message: The global data-in-transit encryption (DTE) is enforced in the NetBackup domain, but the DTE setting is disabled on the media server.

Explanation: The data-in-transit encryption in the domain is enforced, but data-in-transit encryption setting on media server host is disabled. As a result of this issue, multiple NetBackup operations such as backup, restore, duplication, import, and others fail.

Recommended Action: Perform one of the following as appropriate:

1. Change the NetBackup configuration to select the media server which supports data-in-transit encryption for performing the NetBackup operation.
2. The media server that handles the secondary operation needs to have the data-in-transit encryption setting enabled. Change the media server DTE setting of the given media server to `on` using the following command:

   ```
   nbseccmd -setsecurityconfig -dtemediamode on -mediaserver <media_server_n
   ```

3. If the media server that handles the NetBackup operation needs to have data-in-transit encryption disabled, ensure that the following configurations are set:
   - The global DTE mode should be either `PREFERRED_OFF` or `PREFERRED_ON`.
   - The DTE client mode setting needs to be either `OFF` or `AUTOMATIC`.

For option 3, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8312

Message: The data-in-transit encryption (DTE) mode of the backup image is set to `On`, but the DTE setting is disabled on the media server.

Explanation: The backup image that is used for secondary operations such as restore, duplication, import, verify, or others, has DTE mode enabled. However, the DTE setting on media server host is disabled. As a result of this issue, multiple NetBackup operations such as backup, restore, duplication, import, or others fail.

Recommended Action: Perform one of the following as appropriate:

1. Change the NetBackup configuration to select the media server which supports data-in-transit encryption for performing the NetBackup operations.
2. The media server that handles the secondary operation needs to have the data-in-transit encryption setting enabled. Change the media server DTE setting of the given media server to `on` using the following command:

   ```
   nbseccmd -setsecurityconfig -dtemediamode on
   -mediaserver <media_server_name>
   ```

3. If the media server that handles the backup needs to have data-in-transit encryption disabled, change the data-in-transit encryption (DTE) mode of the backup image to `Off` using the following command:

   ```
   bpimage -update -image_dtemode Off -id <backup_id>
   ```

   Note: This option is not applicable for import phase 1.

4. Set `DTE_IGNORE_IMAGE_MODE = ALWAYS` in the NetBackup configuration file of the primary server or media server (for import phase 1).

For option 3 and option 4, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8313

Message: The data-in-transit encryption (DTE) mode of the backup image is set to `On`, but the DTE setting is disabled on the client.

Explanation: The backup image that is used for restore has the data-in-transit encryption (DTE mode) enabled but the DTE setting is disabled on the client. As a result of this issue restore fails.

Recommended Action: Perform one of the following as appropriate:

1. If data-in-transit is to be enforced for the client, then enable data-in-transit encryption for that client by setting the `DTE_CLIENT_MODE` option in the `bp.conf` configuration file to `On`.
2. If data-in-transit is to be off for the particular client then change the data-in-transit encryption (DTE) mode of the backup image to `Off` using the following command:

   ```
   bpimage -update -image_dtemode Off -id <backup_id>
   ```

3. Set `DTE_IGNORE_IMAGE_MODE = ALWAYS` in the NetBackup configuration file of the primary server.

For option 2 and option 3, DTE is disabled while the job is performed.

more information, refer to the *Configuring data-in-transit encryption* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8314

Message: The media is not yet ready for the backup operation.

Explanation: The media that is requested for the backup operation is not ready or is busy.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8315

Message: The media server has not completed the backup operation.

Explanation: The media server is busy with other jobs or is offline.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8316

Message: Failed to retrieve the pre-shared key which is required for TLS communication.

Explanation: There is failure in retrieving the pre-shared key which is required for TLS handshake between hosts. As a result of this issue, multiple NetBackup operations such as backup, restore, and duplication fail.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8350

Message: The backup job failed. The protection plan is configured to fail partially successful backups.

Explanation: The backup job fails if you have configured the protection plan to fail the partially successful jobs.

Recommended Action: Review the job details to see the resources that fail. If you want to retain a backup with the failed resources, consider disabling this feature. In the **Backup options** tab, while configuring a protection plan, clear the option: **Fail a backup job, if any of the resources fail to get protected**

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8351

Message: Kubernetes Operator Service is down.

Explanation: The Kubernetes NetBackup operator must be running in the cluster for any operation to take place.

Recommended Action: To verify the status of the deployment, run the command:`helm list -n <namespace in which you have deployed the K8s NB operator>`

Make sure that the Kubernetes NetBackup operator is deployed in the cluster.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8352

Message: The asset group doesn't have valid clusters.

Explanation: NetBackup attempted a backup for an asset group that has an invalid cluster or clusters (example: the cluster is deleted).

Recommended Action: To run the backup, select an asset group with a valid cluster or a cluster that is not deleted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8401

Message: Error in creating the `service <service-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Error in creating load balancer service for `PrimaryServer`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and ensure that it meets the expected prerequisites. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `service` details: https://kubernetes.io/docs/concepts/services-networking/service/
- If you deploy NetBackup on Azure Kubernetes Cluster for the first time, you can delete the environment CR using the following command:
  - `kubectl delete -f <environment.yaml>` and recreate it again `kubectl apply -f <environment.yaml>`

The NetBackup environment and its resources are deleted and recreated again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8402

Message: Error in fetching the `service <service-name>` from the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Error in retrieving an existing load balancer `PrimaryServer` service or the service may have been deleted from the cluster. Clean-up from a previous uninstallation of NetBackup deployment may not have been done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check if the service is created in the given *namespace* using the following command:
  `kubectl get service <service-name> -n <namespace>`
- Check the Kubernetes documentation for `service` details:https://kubernetes.io/docs/concepts/services-networking/service/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8403

Message: Error in creating the `service <service-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>` because the service is already available in the namespace with an unexpected label.

Explanation: Labels for the `service` do not match. Clean-up from a previous uninstallation of NetBackup deployment may not have been done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the service using the following command:

`kubectl delete service <service-name> -n <namespace>`

- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Refer to the Kubernetes documentation for `service` details: https://kubernetes.io/docs/concepts/services-networking/service/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8404

Message: Error in creating the `service <service-name>` in the `namespace <namespace>` for the `PrimaryServer <PrimaryServer-name>` because the service is already available in the `namespace` with an unexpected selector.

Explanation: The selector for the `service` does not match. A clean-up from a previous uninstallation of a NetBackup deployment may not have been done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <operator-namespace>`
- Delete the `service` using the following command:
  `kubectl delete service <service-name> -n <namespace>`
  The NetBackup operator recreates the service.
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `service` details: https://kubernetes.io/docs/concepts/services-networking/service/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8405

Message: Error in creating the `ConfigMap <ConfigMap-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Error in creating the `ConfigMap` in the given `namespace`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `ConfigMap` details: https://kubernetes.io/docs/concepts/configuration/configmap/
- If you deploy NetBackup on Azure Kubernetes Cluster for the first time, you can delete the environment CR using the following command:
  - `kubectl delete -f <environment.yaml>` and recreate it again `kubectl apply -f <environment.yaml>`
    The NetBackup environment and its resources are deleted and recreated again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8406

Message: Error in fetching the `ConfigMap <ConfigMap-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Error in retrieving the existing `PrimaryServer ConfigMap` or the `ConfigMap` may be deleted from the cluster. Clean-up from a previous NetBackup deployment uninstallation may not be done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: "".
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check if `ConfigMap` is available in given namespace using the following command:

`kubectl get configmap <configmap-name> -n <namespace>`

- Check the Kubernetes documentation for `ConfigMap` details: https://kubernetes.io/docs/concepts/configuration/configmap/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8407

Message: Error in creating the `ConfigMap <ConfigMap-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>` because the `ConfigMap` is already present in the namespace.

Explanation: Another `ConfigMap` with the same name already exists in the given `namespace`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the existing `ConfigMap` with the same name in the `namespace`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8408

Message: Error in creating `PVC <PVC-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Cannot create Persistent Volume Claim (`PVC`) in the given cluster.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check if `storageClassName` and `PVC` storage capacity are correct in the CR YAML. If `PVC` is already available in the `namespace` with the same name, use command `kubectl get pvc <pvc-name> -n <namespace>` to verify storage capacity. The storage capacity must be greater than or equal to the storage capacity that is mentioned in the CR spec.
- Check if the `storageClassName` provided in CR is available in the cluster using following command:

```
kubectl get storageclass
```

- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for PVC details: https://kubernetes.io/docs/concepts/storage/persistent-volumes/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8409

Message: Error in fetching the PVC *<PVC-name>* in the namespace *<namespace-name>* for the PrimaryServer *<PrimaryServer-name>*.

Explanation: Cannot retrieve the Persistent Volume Claim (PVC) in given cluster. It may have been deleted.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  ```
  kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>
  ```
- Check if the PVC is available in namespace using the following command:
  ```
  kubectl get pvc <pvc-name> -n <namespace>
  ```
  If the PVC is not available, apply the environment YAML again using the following command:
  ```
  kubectl apply -f <environment.yaml>
  ```
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for PVC details: https://kubernetes.io/docs/concepts/storage/persistent-volumes/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8410

Message: Error in updating PVC *<PVC-name>* in the namespace *<namespace-name>* for the PrimaryServer *<PrimaryServer-name>*.

Explanation: Cannot update the PVC in the given cluster.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Ensure the new `PVC` storage capacity that is mentioned in the CR is greater than current storage capacity. You cannot shrink the capacity. In this case, update the CR YAML with correct size and apply the CR YAML again using the following command:
  `kubectl apply -f <environment.yaml>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `PVC` details:
  https://kubernetes.io/docs/concepts/storage/persistent-volumes/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8411

Message: Error in creating the `StatefulSet <sts-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Error in creating the `StatefulSet` for the `PrimaryServer`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: "
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `statefulset` details:
  https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/
- Check if the required `secrets` are present in the `namespace`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8412

Message: Error in fetching the `StatefulSet <sts-name>` from the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>`.

Explanation: Error in retrieving the existing `PrimaryServer StatefulSet` or the `StatefulSet` may have been deleted from the cluster.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `statefulset` details: https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/
- If you deploy NetBackup on Azure Kubernetes Cluster for the first time, you can delete the environment CR using the following command: `kubectl delete -f <environment.yaml>` and recreate it again `kubectl apply -f <environment.yaml>`
  The NetBackup environment and its resources are deleted and recreated again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8413

Message: Error in creating the `StatefulSet <sts-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>` because the `StatefulSet` is already available in the `namespace` with an unexpected label.

Explanation: The labels for `StatefulSet` do not match. A clean-up from a previous uninstallation may not have been done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the existing `statefulset` using the following command:

`kubectl delete statefulset <statefulset-name> -n <namespace>`

The operator recreates the `statefulset`.

- Check the Kubernetes documentation for `statefulset` details: https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8414

Message: Error in creating the `StatefulSet <sts-name>` in the `namespace <namespace-name>` for the `PrimaryServer <PrimaryServer-name>` because the `StatefulSet` is already available in the `namespace` with an unexpected selector.

Explanation: The selector for `StatefulSet` does not match. A clean-up from a previous uninstallation was not done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <operator-namespace>`
- Delete the existing `statefulset` using the following command: “.
  `kubectl delete statefulset <statefulset-name> -n <namespace>`
  The operator recreates the `statefulset`.
- Check the Kubernetes documentation for `statefulset` details: https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8415

Message: Error in creating the `service <service-name>` in the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: Error in creating the load balancer service for the `MediaServer`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator’s Guide.

- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `service` details: https://kubernetes.io/docs/concepts/services-networking/service/
- If the issue still doesn't resolve, perform the following steps:
  - Edit the environment CR and decrement the media server replicas. Change the replica count in the media section with the last successful count for which the load balancer service was created for the media replicas. Then, apply the changes using the following command:

    ```
    kubectl apply -f <environment.yaml>
    ```

    - For example: The media replica count is set to three and services are successfully created for only two media servers replicas. However, there is an error in creating service for the third media server. You must change the replica count to two.
    - If there is an error in creating service for the first media replica, change the replica count to 0.
  - Verify if the media replica services are decremented as per provided replica count using the following command:

    ```
    kubectl get service <service-name> -n <namespace>
    ```
  - Edit the environment CR and increment media replica count back to the original count and apply the changes. Verify if the service is now created for respective media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8416

Message: Error in fetching the `service <service-name>` from the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: There is an error in retrieving existing `MediaServer` service or the `service` may be deleted from the cluster. A clean-up from an earlier NetBackup deployment uninstallation was not be done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:

  ```
  kubectl logs <netbackup-operator-pod-name> netbackup-operator -n
  <netbackup-operator-namespace>
  ```

- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check if service is available in given namespace using the following command:
  `kubectl get service <service-name> -n <namespace>`
- Check the Kubernetes documentation for service details:
  https://kubernetes.io/docs/concepts/services-networking/service/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8417

Message: `Service <service-name>` already available in the `namespace <namespace>` for the `MediaServer <MediaServer-name>` with unexpected labels.

Explanation: The labels for the `service` do not match. A clean-up from earlier uninstallation of a NetBackup deployment was not be done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the service using the following command:
  `kubectl delete service <service-name> -n <namespace>`
  The operator recreates the `service`.
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `service` details:
  https://kubernetes.io/docs/concepts/services-networking/service/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8418

Message: `Service <service-name>` already available in the `namespace <namespace>` for the `MediaServer <MediaServer-name>` with unexpected selectors.

Explanation: The selector for the `service` does not match. A clean-up from a previous uninstallation of NetBackup deployment was not done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the service using the following command:
  `kubectl delete service <service-name> -n <namespace>`
  The operator recreates the `service`.
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `service` details:
  https://kubernetes.io/docs/concepts/services-networking/service/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8419

Message: Error in creating the `ConfigMap <ConfigMap-name>` in the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: Error in creation of the `ConfigMap` in the given `namespace`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `service` details:
  https://kubernetes.io/docs/concepts/services-networking/service/
  - If you deploy NetBackup on Azure Kubernetes Cluster for the first time, you can delete the media CR by removing the `mediaServers` section in the environment CR YAML. You need to save the `mediaServer` data to reuse it in next step.

- Recreate the `MediaServer` CR again by updating the `environment.yaml` with the `mediaServers` section that was deleted earlier and apply the changes using the following command:

  `kubectl apply -f <environment.yaml>`

  The NetBackup environment and its resources are deleted and recreated again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8420

Message: Error in fetching the `ConfigMap <ConfigMap-name>` in the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: There is an error in retrieving an existing `MediaServer configmap` or the `configmap` does not exist on the cluster. A clean-up from a previous uninstallation of NetBackup deployment was not done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:

  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`

- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check if `configmap` is available in the given `namespace` using the following command:

  `kubectl get configmap <configmap-name> -n <namespace>`

- Check the Kubernetes documentation for `configmap` details: https://kubernetes.io/docs/concepts/configuration/configmap/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8421

Message: Error in updating the `ConfigMap <ConfigMap-name>` in the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: Cannot update the `ConfigMap` in the given `namespace`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:

`kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`

- Check the Kubernetes documentation for `configmap` details: https://kubernetes.io/docs/concepts/configuration/configmap/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8422

Message: `ConfigMap <ConfigMap-name>` is already available in the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>` with unexpected labels.

Explanation: Some labels that are used in the existing `ConfigMap` do not match.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check the Kubernetes documentation for `configmap` details: https://kubernetes.io/docs/concepts/configuration/configmap/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8423

Message: Error in creating the `StatefulSet <sts-name>` in the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: There is an error in creating the `StatefulSet` for the `MediaServer`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster configuration and verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

- Check the Kubernetes documentation for `statefulset` details: https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8424

Message: Error in fetching the `StatefulSet <sts-name>` from the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: There was an error in retrieving the existing `MediaServer StatefulSet` or the `StatefulSet` was deleted from the cluster. A clean-up from a previous uninstallation of NetBackup deployment was not done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check your cluster for issues and verify that the configuration is correct. Verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `statefulset` details: https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/
- If the setup is a fresh deployment and the backup and the recovery jobs are not configured:
  - You may delete the CR by removing `mediaServers` section in `environment.yaml` (user needs to save the `mediaServer` data to reuse it in next step) and apply the changes using the following command:
    `kubectl apply -f <environment.yaml>`
  - Recreate the `MediaServer` CR again by updating the `environment.yaml` with the `MediaServer` section that was deleted earlier and apply the changes using the following command:
    `kubectl apply -f <environment.yaml>`
    The NetBackup environment and its resources are deleted and recreated again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8425

Message: Error in updating the `StatefulSet <sts-name>` from the `namespace <namespace-name>` for the `MediaServer <MediaServer -name>`.

Explanation: Cannot update existing `MediaServer StatefulSet`.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check if the replica count in the media server section in environment CR is greater than the previously used replica count.
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `statefulset` details:
  https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8426

Message: `StatefulSet <Statefulset-name>` already available in the `namespace <namespace>` for the `MediaServer <MediaServer>` with unexpected labels.

Explanation: The labels for `StatefulSet` do not match. A clean-up from a previous uninstallation of NetBackup deployment was not done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the existing `statefulset` using the following command:
  `kubectl delete statefulset <statefulset-name> -n <namespace>`
  The operator recreates the `statefulset`.
- Check the Kubernetes documentation for `statefulset` details:
  https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8427

Message: `StatefulSet <Statefilset-name>` already available in the `namespace <namespace>` for the `MediaServer <MediaServer>` with unexpected selectors.

Explanation: The selector for `StatefulSet` does not match. A clean-up from a previous uninstallation of NetBackup deployment was not done properly.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the existing `statefulset` using the following command:
  `kubectl delete statefulset <statefulset-name> -n <namespace>`
- Check the Kubernetes documentation for `statefulset` details:
  https://kubernetes.io/docs/concepts/workloads/controllers/statefulset/

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8428

Message: Failed to get an instance of the Primary service.

Explanation: The media server resources cannot get a primary service instance.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check if the primary load balancer service is available in given namespace using the following command:
  `kubectl get service <service-name> -n <namespace>`
- Check your cluster verify that the configuration is correct. Verify that it meets the expected prerequisites for NetBackup deployment. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8429

Message: Failed to get the load balancer service details of the primary server.

Explanation: Media server resources cannot get primary load balancer service details.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- There might be an issue in fetching the service. Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8430

Message: Failed to connect to the primary server because the primary server may not have started.

Explanation: Media server resources cannot get details from the primary server. There may be issues in accessing the primary server details or the primary server has not started.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Ensure that the cluster network is configured correctly. The load balancer service may not be routing requests to the pod correctly.
- Check the `PrimaryServer` pod is in the ready state (1/1).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8431

Message: Failed to get primary server's authentication `secret <secret-name>` in the `namespace <namespace>`.

Explanation: The primary server `secret` containing the NetBackup administrator user credentials is not accessible.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check that the respective `secret` is available in the `namespace` where the `PrimaryServer` CR is deployed using the following command:
  `kubectl get secret <secret-name> -n <namespace>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8432

Message: Failed to get the CA certificate fingerprint or token from the primary server.

Explanation: The primary server and media server are not able to connect. The media server cannot retrieve the CA certificate fingerprint of the token from the primary server.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- The `PrimaryServer` credentials may have expired. Wait for the next reconciler loop (wait time for 5 min added).
- Look for the primary server pod and check the ready state (1/1) of the `PrimaryServer` pod using the following command:
  `kubectl get pod -n <namespace>`
  If primary pod is not in ready state, check the health probe events using the following command:
  `kubectl describe <primary-pod-name> -n <netbackup-environment-namespace>`
- For more information that is related to health probes, refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8433

Message: Error in updating the `bp.conf` of the primary server in the `namespace <namespace>` for the `MediaServer <MediaServer -name>`.

Explanation: Cannot add a media host entry in the `bp.conf` of the primary server.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Ensure that the primary server credentials that are in the `secret` are not expired.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8434

Message: Only one IP can be provided in the `iplist` of the Custom Resource for a primary server.

Explanation: Only one entry can be provided in `iplist` for primary section in the environment CR YAML.

Recommended Action: Perform the following as appropriate:

- In the `networkLoadBalancer` of the primary section of the environment CR YAML, the number of entries that are mentioned in the `ipList` must be equal to 1.
  If not, edit the environment CR with either of following items and ensure that the number of entries in `ipList` of the primary section must be equal to 1.
  - Edit the environment CR using following command and save:
    `kubectl edit environments.netbackup.veritas.com <netbackup-environment-name> -n <environmentCR-namespace>`
  - Edit the environment CR YAML and apply the change using following command:
    `kubectl apply -f <environment.yaml>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8435

Message: Number of IPs provided in `ipList` of Custom Resource must not be less than the replica count.

Explanation: The number of IP addresses mentioned in `ipList` for `mediaServers` section in environment CR YAML must be greater than or equal to the media replica count that is mentioned in same section.

Recommended Action: Perform the following as appropriate:

- Verify the number of IP addresses that are mentioned in the `ipList` provided in the `networkLoadBalancer` of the media section in the environment CR. The number must be greater than or equal to the media replica count that is mentioned in same section.
  If not, edit the environment CR and ensure that the number of entries in the `ipList` of the `mediaServers` section is greater than or equal to media replica count. Edit the environment CR with either of the following items:
  - Edit the environment CR using following command and save:
    `kubectl edit environments.netbackup.veritas.com <netbackup-environment-name> -n <environmentCR-namespace>`
  - Edit the environment CR YAML and apply the change using following command:
    `kubectl apply -f <environment.yaml>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8436

Message: `ResourceNamePrefix` in **spec** of custom resource of the media server must not contain the string `primary`.

Explanation: The `ResourceNamePrefix` value should not contain the `primary` substring in the `mediaServers` section of the environment CR.

Recommended Action: Perform the following as appropriate:

- Ensure that the `resourceNamePrefix` in the `mediaServers` section of the environment CR does not have the `primary` substring.
  If it does contain the `primary` substring, edit the environment CR with either of following steps and update the `resourceNamePrefix` in the `mediaServers` section.
  - Edit the environment CR using following command and save:
    `kubectl edit environments.netbackup.veritas.com <netbackup-environment-name> -n <environmentCR-namespace>`
  - Edit the environment CR YAML and apply the change using following command:

```
kubectl apply -f <environment.yaml>
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8437

Message: `ResourceNamePrefix` in **spec** of custom resource of the primary server must not contain the string `media`.

Explanation: The `ResourceNamePrefix` value contains the `media` substring in the primary server spec of the CR YAML.

Recommended Action: Perform the following as appropriate:

- Ensure that the `resourceNamePrefix` in primary section of environment CR does not have the `media` substring.
  If not, edit the environment CR with either of following items and update the `resourceNamePrefix` in the primary section.
  - Edit the environment CR using following command and save:
    ```
    kubectl edit environments.netbackup.veritas.com
    <netbackup-environment-name> -n <environmentCR-namespace>
    ```
  - Edit the environment CR YAML and apply the change using following command:
    ```
    kubectl apply -f <environment.yaml>
    ```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8438

Message: External IP is not assigned to `service <service-name>`.

Explanation: For the load balancer service, the external IP address is not assigned. The external IP address is used to access the application from outside the cluster.

Recommended Action: Perform the following as appropriate:

- Check the service events for a detailed message using the following command:
  ```
  kubectl describe <service-name> -n <namespace>
  ```
- The `resourcePrefixName` provided for the primary and or media servers section in environment CR YAML must be unique. If it is not unique, update the respective section in the YAML, delete the environment CR, and apply it again.
- Verify the provided IP address and hostname FQDN are already created. Also, verify that they correctly used if mentioned in the `ipList` under the

networkLoadBalancer in the primary and the media servers section in the environment CR YAML. For more details refer to the load balancer service section in the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8439

Message: Error in creating the Job *<Config-check-job-Name>* in the namespace <namespace> for the <Primary/Media Server> *<Primary/Media Server Name>*.

Explanation: The config-checker job runs before the primary or the media server deployment when configCheckMode = default or configCheckMode = dryrun in the CR spec. This config-checker job has not been created in the cluster.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: kubectl logs *<netbackup-operator-pod-name>* netbackup-operator -n *<netbackup-operator-namespace>*
- Verify that the RBAC permissions for the Job are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- If this issue happens with a fresh deployment, perform the following:
  - If the issue is the primaryServer CR, perform the following:
    Delete the environment CR using the command: kubectl delete -f *<environment.yaml>*
    Redeploy the environment again using the command: kubectl apply -f *<environment.yaml>*
  - If the issue is the mediaServer CR, delete the CR by removing the mediaServers section in environment.yaml. Save the mediaServers data somewhere so that it can be used at the time of redeployment. Apply changes using the command: kubectl apply -f *<environment.yaml>*
    After deleting the mediaServer, update the environment.yaml with the mediaServers data that was deleted earlier. Redeploy it again using the command: kubectl apply -f <environment.yaml>

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8440

Message: Config-checker failed, or the configuration requirements were not met.

Explanation: The Config-checker has failed for some of the platform configuration checks.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- If the configuration checks failed, fix the checks with a valid resolution. For other Config-checker details, refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8441

Message: Failed to get Config-checker logs.

Explanation: There is an issue in retrieving the Config-checker logs.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check the Config-checker pod logs for more detailed message using the following command:
  `kubectl logs <config-checker-pod-name> -n <operator-namespace>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8442

Message: Config-checker exceeded the time-out limit.

Explanation: This error occurs when config-checker pod remains in pending state for more than five minutes.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:

`kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`

- Ensure that the nodes are available to schedule the pod in the cluster with respective labels.
- Check events of the config-checker pod using the following command:
  `kubectl describe <config-checker-pod-name> -n <operator-namespace>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8443

Message: Incorrect username or password in the `secret <secret-name>` in `namespace <namespace>`.

Explanation: This issue occurs in the following scenarios:

- Occurs when the primary server is authenticated based on the provided primary server inputs such as primary server name and `secret` name in the media server CR.
- The `secret` name that is used in the primary server deployment and provided in media server CR may not match. This name can be verified using the following commands:
  `kubectl describe PrimaryServer <primary-server-cr-name> -n <namespace>` and `kubectl describe MediaServer <media-server-cr-name> -n <namespace>`
- The username and password in the `secret` and are used in the primary server, must be the same as the ones that are in the `secret` within the media server CR.

Recommended Action: Ensure that the username and password that is defined in the `secret` and used in the `PrimaryServer` CR are same as the `secret` used in the `MediaServer` CR.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8444

Message: Error in creating the `role <custom role>` in the `namespace <namespace>`.

Explanation: There is an issue with creating a custom role with restricted permissions.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check the Kubernetes documentation for `role` documentation: Using RBAC Authorization | Kubernetes

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8445

Message: Error in retrieving the `role <custom role>` in the `namespace <namespace>`.

Explanation: There was an issue with retrieving a custom role with restricted permissions.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command: `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Verify that RBAC permissions are correct. Refer to the NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide.
- Check if role is available in given namespace using the following command: `kubectl get role <role-name> -n <namespace>`
- Check the Kubernetes documentation for `role` documentation: Using RBAC Authorization | Kubernetes

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8446

Message: Invalid format for static `IP address <IP-address>` provided in custom resource specification.

Explanation: The IP addresses provided in `ipList` of the `networkLoadBalancer` are incorrect. The IP addresses in the `primaryServers` or the `mediaServers` section in the environment CR YAML are not in the correct format.

Recommended Action: Perform the following as appropriate:

- Ensure that the format of IP addresses specified in the `primaryServers` or `mediaServers` section in environment CR are valid.
  - If the format of the IP addresses is not correct, edit the environment CR with either of following steps and update the IP address format in the respective sections.
    - Edit environment CR using the following command and save:
      `kubectl edit environments.netbackup.veritas.com <netbackup-environment-name> -n <environmentCR-namespace>`
    - Edit the environment CR YAML and apply the change using the following command:
      `kubectl apply -f <environment.yaml>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8453

Message: Error in creating the job <*Migration-job-Name*> in the namespace <*namespace*> for the <*Primary*> <*Primary*>.

Explanation: The migration job runs before the primary deployment and after the `configChecker`, when the storage class name is changed in the `environment.yaml` file. This migration job has not been created in the cluster.

Recommended Action: Perform the following as appropriate:

- Review the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n<netbackup-operator-namespace>`
- Verify that the RBAC permissions for the job are correct. Refer to the *NetBackup Deployment for Azure Kubernetes Cluster (AKS) Administrator's Guide*.
- If the issue is with the primary server CR, perform the following:
  - Delete the environment CR using the command: `kubectl delete -f <environment.yaml>`
  - Redeploy the environment again using the command: `kubectl apply -f <environment.yaml>`
- If this issue occurs during data migration, perform the following:

- Check the migration pod logs for details using the following command:
  `kubectl logs <catalog-or-log-migration-job-name> -n <netbackup-environment-namespace>`
- If the NetBackup operator pod has one of the following messages:
  `Error while getting PVC for renaming.`
  `Error while deleting old PVC.`
  `Error while patching old PVC.`
  `Error while renaming logs PVC.`
  `Error while renaming catalog PVC.`
  Perform the following steps:
  - Manually copy or ignore the files or continue with the next steps.
  - Save the PVC's volume name and storage class as follows:

    ```
    kubectl describe pvc <azure-disk- or-files-pvc-name>
    -n <netbackup-environment-namespace>
    ```

  - Delete the old Azure disk or files PVC, and rename the new Azure files PVC to the old Azure disk or files PVC name as follows:

    ```
    kubectl delete pvc <azure-disk-or-files-pvc-name>
    -n <netbackup-environment-namespace>
    kubectl patch pv <saved_volume_name> --type json
    -p '[{"op": "remove", "path": "/spec/claimRef"}]'
    ```

  - Ensure that the PV is available after completing the previous steps.
  - Create a new Azure files PVC with the old PV as follows:

    ```
    apiVersion: v1
    kind: PersistentVolumeClaim
    metadata:
      name: <old_pvc_name>
      namespace: <old_pvc_namespace>
    spec:
      accessModes:
        - ReadWriteMany
      volumeName: <saved_volume_name>
      storageClassName: <saved_storage_class_name>
      resources:
        requests:
          storage: 100Gi #previous files size
    ```

- Enable the probes `/opt/veritas/vxapp-manage/nb-health enable`.
- Set replica count to 1 or reapply `environment.yaml` file as follows:
  `kubectl scale --replicas=1 <STS name> -n <netbackup-environment-namespace>` or reapply the `environment.yaml` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8454

Message: Migration failed or the configuration requirements were not met.

Explanation: The migration has failed due to some of the platform configuration checks.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Delete the new PVC with the Azure files created during failed data migration using the following command:
  `kubectl delete pvc <pvc_name> -n <netbackup-environment-namespace>`

Reapply the `environment.yaml` file to reinitiate the data migration. For other migration details, refer to the *NetBackup Deployment for Azure Kubernetes Cluster (AKS) Administrator's Guide*.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8455

Message: Failed to get migration logs.

Explanation: There is an issue in retrieving the migration logs.

Recommended Action: Perform the following as appropriate:

- Review the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Review the migration pod logs for more detailed message using the following command:
  `kubectl logs <migration-pod-name> -n <operator-namespace>`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8456

Message: Migration exceeded the time-out limit.

Explanation: This error occurs when migration pod remains in pending state for more than five minutes.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Ensure that the nodes are available to schedule the pod in the cluster with respective labels.
- Review the events of the migration pod using the following command:
  `kubectl describe <migration-pod-name> -n <operator-namespace>`
- Delete the new PVC with the Azure files that the failed data migration creates using the following command:
  `kubectl delete pvc <pvc_name> -n <netbackup-environment-namespace>`

Reapply the `environment.yaml` file to reinitiate the data migration. For other migration details, refer to the *NetBackup Deployment for Azure Kubernetes Cluster (AKS) Administrator's Guide*.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8459

Message: MigrationStatus: Transfer Failed.

Explanation: Failed to transfer all files with `rsync`.

Recommended Action: Perform the following as appropriate:

- Check the migration pod logs for details using the following command:
  `kubectl logs <catalog-or-log-migration-job-name> -n <netbackup-environment-namespace>`
- Manually copy or ignore the files or continue with the next steps.
- Save the PVC's volume name and storage class as follows:

```
kubectl describe pvc <azure-disk- or-files-pvc-name>
-n <netbackup-environment-namespace>
```

- Delete the old Azure disk or files PVC, and rename the new Azure files PVC to the old Azure disk or files PVC name as follows:

```
kubectl delete pvc <azure-disk-or-files-pvc-name>
-n <netbackup-environment-namespace>
kubectl patch pv <saved_volume_name> --type json
-p '[{"op": "remove", "path": "/spec/claimRef"}]'
```

- Ensure that the PV is available after completing the previous steps.
- Create a new Azure files PVC with the old PV as follows:

```
apiVersion: v1
kind: PersistentVolumeClaim
metadata:
  name: <old_pvc_name>
  namespace: <old_pvc_namespace>
spec:
  accessModes:
    - ReadWriteMany
  volumeName: <saved_volume_name>
  storageClassName: <saved_storage_class_name>
  resources:
    requests:
      storage: 100Gi #previous files size
```

- Enable the probes `/opt/veritas/vxapp-manage/nb-health enable`.
- Set replica count to 1 or reapply `environment.yaml` file as follows:
  `kubectl scale --replicas=1 <STS name> -n <netbackup-environment-namespace>` or reapply the `environment.yaml` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8460

Message: `MigrationStatus`: Verification Failed

Explanation: The verification fails after file transfer.

Recommended Action: Perform the following as appropriate:

- Check the migration pod logs for details using the following command:
  `kubectl logs <catalog-or-log-migration-job-name> -n <netbackup-environment-namespace>`
- Manually copy or ignore the files or continue with the next steps.
- Save the PVC's volume name and storage class as follows:

  ```
  kubectl describe pvc <azure-disk- or-files-pvc-name>
  -n <netbackup-environment-namespace>
  ```

- Delete the old Azure disk or files PVC, and rename the new Azure files PVC to the old Azure disk or files PVC name as follows:

  ```
  kubectl delete pvc <azure-disk-or-files-pvc-name>
  -n <netbackup-environment-namespace>
  kubectl patch pv <saved_volume_name> --type json
  -p '[{"op": "remove", "path": "/spec/claimRef"}]'
  ```

- Ensure that the PV is available after completing the previous steps.
- Create a new Azure files PVC with the old PV as follows:

  ```
  apiVersion: v1
  kind: PersistentVolumeClaim
  metadata:
    name: <old_pvc_name>
    namespace: <old_pvc_namespace>
  spec:
    accessModes:
      - ReadWriteMany
    volumeName: <saved_volume_name>
    storageClassName: <saved_storage_class_name>
    resources:
      requests:
        storage: 100Gi #previous files size
  ```

- Enable the probes `/opt/veritas/vxapp-manage/nb-health enable`.
- Set replica count to 1 or reapply `environment.yaml` file as follows:
  `kubectl scale --replicas=1 <STS name> -n <netbackup-environment-namespace>` or reapply the `environment.yaml` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8469

Message: Error in renaming the PVC `<old-pvc-name>` to `<new-pvc-name>` in the `namespace <netbackup-environment-namespace>`.

Explanation: Cannot rename Persistent Volume Claim (PVC) in the given cluster.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup operator logs for details using the following command:
  `kubectl logs <netbackup-operator-pod-name> netbackup-operator -n <netbackup-operator-namespace>`
- Check if the `storageClassName` provided in CR is available in the cluster using following command:
  `kubectl get storageclass`
- Verify that RBAC permissions are correct. Refer to the *NetBackup Deployment on Azure Kubernetes Cluster (AKS) Administrator's Guide*.
- Check the Kubernetes documentation for PVC details.
- Manually rename using the following steps:
  - Save the PVC's volume name and storage class as follows:

    ```
    kubectl describe pvc <azure-disk- or-files-pvc-name>
    -n < netbackup-environment-namespace >
    ```

  - Delete the old Azure disk or files PVC:

    ```
    kubectl delete pvc <azure-disk-or-files-pvc-name>
    -n <netbackup-environment-namespace>
    kubectl patch pv <saved_volume_name> --type json
    -p '[{"op": "remove", "path": "/spec/claimRef"}]'
    ```

  - Ensure that the PV is available after completing the previous steps.
  - Create a new Azure files PVC with the old PV as follows:

    ```
    apiVersion: v1
    kind: PersistentVolumeClaim
    metadata:
      name: <old_pvc_name>
      namespace: <old_pvc_namespace>
    spec:
      accessModes:
        - ReadWriteMany
      volumeName: <saved_volume_name>
    ```

```
storageClassName: <saved_storage_class_name>
resources:
  requests:
    storage: 100Gi #previous files size
```

- Enable the probes `/opt/veritas/vxapp-manage/nb-health enable`.
- Set replica count to 1 or reapply `environment.yaml` file as follows: `kubectl scale --replicas=1 <STS name> -n <netbackup-environment-namespace>` or reapply the `environment.yaml` file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8500

Message: Connection with the web service was not established

Explanation: The connection with the web service was not established.

Recommended Action: Check that the NetBackup Web Management Console is up and running. If it is not running, start it with the `nbwmc -start` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8503

Message: CURL has returned an unknown error.

Explanation: The host `<master server>` does not have a NetBackup host ID-based security certificate installed. The certificate is mandatory to establish a secure connection.

Recommended Action: For more information about this error code, review the following technical article: https://support.cohesity.com/s/article/article-100034053

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8504

Message: The web service certificate is issued by an unknown Certificate Authority.

Explanation: The certificate presented by the web service is issued by a CA that is not trusted by this host.

Recommended Action: Do one of the following:

- Fetch the CA certificate for the required server and rerun the operation.
- Ensure that the master server is enabled to use a NetBackup CA-signed certificate or an external CA-signed certificate, whichever is applicable.

If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8505

Message: Ensure that the host clock and the master server clock are synchronized.

Explanation: A certificate that is not yet valid was found while validating a connection to the web service.

Recommended Action: Check if the host's clock is in sync with the specified server. Correct the time on the host, if necessary, and rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8506

Message: The certificate has expired.

Explanation: An expired certificate was found while validating a connection to the web service.

Recommended Action: Check if the host's clock is in sync with the specified server. Correct the time on the host, if necessary, and rerun the operation. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8507

Message: The certificate could not be verified.

Explanation: The host was not able to verify the certificate.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8508

Message: List of trusted Certificate Authorities cannot be fetched.

Explanation: The possible causes include the following:

- Trust is not established with any Certificate Authority yet.
- Unable to obtain the list of trusted Certificate Authorities to establish a connection with the RHV server.

Recommended Action: Do the following, as appropriate:

- Use the `nbcertcmd -listCACertDetails` command to verify that the CA certificate is added to the trust store. Run the `nbcertcmd -getCACertificate -server` *`master_server_name`* command to add the required certificate to the trust store.
- For RHV:
  - When the `VIRTUALIZATION_HOSTS_SECURE_CONNECT_ENABLED` option is enabled, you must verify the placement of the certificates and CRLs. Verify whether the RHV virtualization server's certificates and CRLs are added to the respective ECA configured trust store and the CRL path.
  - Ensure that the certificates and the CRL files are in the correct format and the trust store file and the CRL files are not corrupted.
  - Only PEM certificate format for file-based trust store & Windows trust store are supported for virtualization servers. P7b or DER format file based trust store is not supported. When this feature is enabled, the certificate ECA store should either be Windows certificate store or file based PEM format store.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8509

Message: The specified server name was not found in the web service certificate.

Explanation: The specified server name does not match any of the host names in the certificate presented by the web service.

Recommended Action: Rerun the operation using one of the names listed in the server's certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8510

Message: Web server certificate verification failed.

Explanation: The host was not able to verify the certificate presented by the web service.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8511

Message: Failed to load the local certificate or the keystore.

Explanation: This error can occur in the following cases:

- The certificate or the keystore is not available at the specified path.
- The certificate or the keystore is corrupted or inaccessible.
- The private key is encrypted and the passphrase file path is not provided.
- The private key is encrypted and the passphrase that is contained in the passphrase file is wrong.

Recommended Action: Ensure that the certificate and the keystore are accessible and that their paths are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8512

Message: Failed to retrieve the certificate information.

Explanation: NetBackup cannot read the certificate information.

Recommended Action: Ensure that the specified certificate trust store file is in the correct format and the required host certificates are present in the file.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8516

Message: SSL handshake error has occurred.

Explanation: NetBackup encountered an issue during the SSL communication handshake.

Recommended Action: Ensure that the cipher that is configured on the remote host is present in the cipher list on the host. Also ensure that the remote host supports the TLS version being used.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8517

Message: The specified SSL cipher cannot be used.

Explanation: NetBackup encountered an issue while the specified cipher list for SSL communication was set.

Recommended Action: Ensure that the cipher that is configured on the virtualization server is present in the cipher list on the host. Also ensure that the specified cipher list is in the correct format.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8604

Message: Unable to validate the certificate for host.

Explanation: Unable to validate the certificate for the RHV server.

Recommended Action: Do the following, as appropriate:

For RHV:

- When the `VIRTUALIZATION_HOSTS_SECURE_CONNECT_ENABLED` option is enabled, you must verify the placement of the certificates and CRLs. Verify whether the RHV virtualization server's certificates and CRLs are added to the respective ECA configured trust store and the CRL path.
- Ensure that the certificates and the CRL files are in the correct format and the trust store file and the CRL files are not corrupted.
- Only the PEM certificate format for a file-based trust store and Windows trust store is supported for virtualization servers. P7b or DER format file-based trust store is not supported. When this feature is enabled, the certificate ECA store should either be Windows certificate store or file-based PEM format store.

For Sheltered Harbor solution:

- Verify that the correct CA certificate file is provided in the Sheltered Harbor solution configuration. You can verify the configuration of the Sheltered Harbor solution using the following command:
  On UNIX:

  ```
  /usr/openv/netbackup/bin/nbshvault --show-config
  ```

  On Windows:

  ```
  install_path\NetBackup\bin\nbshvault --show-config
  ```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8611

Message: Failed to open the connection to the remote object that is referred to by the URI.

Explanation: The connection to the server fails because the provided information such as host name or port are incorrect, or the server is unreachable.

Recommended Action: Verify if the host name or the port is valid so that the connection with the server can be established. Also, make sure if the server is reachable.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8617

Message: The connection continues because insecure communication with hosts is allowed.

Explanation: The peer host is NetBackup 8.0 or earlier and the security setting is configured to allow insecure communication. This setting allows communication with hosts running NetBackup 8.0 or earlier, even though it is insecure.

Recommended Action: Upgrade the host to a NetBackup version that is later than 8.0, so it can communicate securely.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8618

Message: The connection is dropped because the host ID-to-host name mapping is not approved.

Explanation: The host name that is used to connect to another host has not been mapped to the respective host ID and, therefore, the connection is not established.

Recommended Action: The NetBackup administrator must approve all relevant host ID-to-host name mappings for the given host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8619

Message: The connection continues as the host ID-to-host name mapping is automatically approved.

Explanation: The security setting is configured to automatically approve the host ID-to-host name mapping and the connection between the hosts is established.

Recommended Action: No action is required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8620

Message: The connection is dropped because insecure communication with hosts is not allowed.

Explanation: The peer host is NetBackup 8.0 or earlier and the security setting is configured to turn off communication with these hosts and, therefore, the connection is not established.

Recommended Action: Upgrade the host to a NetBackup version that is later than 8.0, so it can communicate securely.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8621

Message: The connection is dropped because the host appears to be NetBackup 8.0 or earlier.

Explanation: The earlier communication status shows that the peer host could communicate securely, but it seems to have been downgraded to NetBackup 8.0 or earlier, and, therefore, the connection is not established.

Recommended Action: Verify that the peer host was upgraded and then downgraded to a back-level release. If this is the case, then the NetBackup administrator can mark the given host as insecure.

If this is not the case, then another host is trying to spoof the peer host. You can use the network tools to find out which host it is and take corrective action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8622

Message: The connection is dropped because a conflict in the host ID-to-host name mapping is detected.

Explanation: The host ID of the peer host does not match the host ID that is known to the master server and, therefore, the connection is not established. This error can occur in one of the following scenarios:

- In a cluster setup, the active node is down and an inactive node becomes active. Mapping between the host ID of the new active node and the virtual name is not present.
- Two or more hosts in a given NetBackup domain have the same host name.
- An unknown host tries to spoof as the peer host.

Recommended Action: If there are multiple host IDs in your environment that are associated with the same host name, the NetBackup administrator should verify and approve the mapping.

If an unknown host tries to spoof the peer host, you can use the available network tools to find out which host it is and take corrective action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8623

Message: Failed to determine the connection type of the host.

Explanation: Internal error.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8625

Message: Server is unavailable to process the request. Please try later.

Explanation: This NetBackup status code is accompanied by HTTP status code 503. It indicates one of the following explanations:

- The NetBackup web server is running at full capacity and is unable to process the request. The request fails with a response time of a few milliseconds.
- For a given request, the NetBackup web server has timed out before the response could be fetched from a NetBackup domain service. The NetBackup web services communicate with the domain services such as `nbsl`, `nbaudit`, and `nbemm`. This status code is displayed when there are connection issues with these services. This scenario can be identified by high response times (of approximately 10 minutes) along with this status code.

Recommended Action: Do the following, as appropriate:

- Ensure that the NetBackup services are up and running correctly.
- If the relevant NetBackup services are up and you still receive this error code, then the web server is under a heavy load. Retry the operation in a few seconds.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8629

Message: The NetBackup deduplication web server's SSL certificate hash entry was not found in the NetBackup configuration database.

Explanation: The NetBackup deduplication web server's SSL certificate hash entry was not found in the NetBackup configuration database.

Recommended Action: Follow the troubleshooting steps to install the SSL certificates on the NetBackup master server for the NetBackup appliances.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8630

Message: The NetBackup deduplication web server's SSL certificate record was not found in the NetBackup configuration database.

Explanation: The NetBackup deduplication web server's SSL certificate record was not found in the NetBackup configuration database.

Recommended Action: Follow the troubleshooting steps to install the SSL certificates on the NetBackup master server for the NetBackup appliances.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8631

Message: The current host ID-to-host name mapping conflicts with the NetBackup deduplication web server's host name in the NetBackup configuration database. Please update the NetBackup deduplication web server's SSL certificate record.

Explanation: The current host ID-to-host name mapping conflicts with the NetBackup deduplication web server's host name in the NetBackup configuration database.

Recommended Action: Do the following, as appropriate:

- The current NetBackup host ID-to-hostname mapping is returning a different host name from the host name that is stored in the NetBackup database record for the MSDP SSL certificates. Update the NetBackup deduplication web server's SSL certificate record.
- Follow the troubleshooting steps to install the SSL certificates on the NetBackup master server for the NetBackup appliances.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8632

Message: The NetBackup deduplication web server's SSL certificate was not found in the trust store for the NetBackup deduplication servers.

Explanation: The NetBackup deduplication web server's SSL certificate was not found in the trust store for the NetBackup deduplication servers.

Recommended Action: Do the following, as appropriate:

- There is a NetBackup database record for the MSDP SSL certificate, but the certificate was not found in the trust store. Ensure that there is a certificate in the trust store.
- Follow the troubleshooting steps to install the SSL certificates on the NetBackup master server for the NetBackup appliances.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8633

Message: The provided SSL certificate hash did not match the SSL certificate presented by the NetBackup deduplication web server.

Explanation: The provided SSL certificate hash did not match the SSL certificate presented by the NetBackup deduplication web server.

Recommended Action: Verify that the provided SHA-512 SSL certificate hash is for the certificate that is presented by the web server (`nginx`) on the NetBackup appliance host. This host is known to the master server by the given host ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8634

Message: Duplicate key name.

Explanation: A key with the same name already exists in the keystore.

Recommended Action: Verify the ownership and the permissions of the files `.credential_keystore` and `credjkskey`. If necessary, allow read permission for the user account `nbwebsvc`. Then, retry the action.

The path to `.credential_keystore` is:

- UNIX: `/usr/openv/var/global/wsl/credentials/.credential_keystore`
- Windows: *`install_path`*`\NetBackup\var\global\wsl\credentials\.credential_keystore`

The path to `credjskey` (the file that holds the password to the credential keystore) is:

- UNIX: `/usr/openv/var/global/credjkskey`
- Windows: *`install_path`*`\NetBackup\var\global\credjkskey`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8635

Message: Error storing the key in the keystore.

Explanation: A problem with storing the key in the keystore occurred.

Recommended Action: Verify the ownership and the permissions of the files `.credential_keystore` and `credjkskey`. If necessary, allow read permission for the user account `nbwebsvc`. Then, retry the action.

The path to `.credential_keystore` is:

- UNIX: `/usr/openv/var/global/wsl/credentials/.credential_keystore`
- Windows: *`install_path`*`\NetBackup\var\global\wsl\credentials\.credential_keystore`

The path to `credjskey` (the file that holds the password to the credential keystore) is:

- UNIX: `/usr/openv/var/global/credjkskey`
- Windows: *`install_path`*`\NetBackup\var\global\credjkskey`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8636

Message: Error loading the keystore.

Explanation: A problem with loading the keystore occurred.

Recommended Action: Verify the ownership and the permissions of the files `.credential_keystore` and `credjkskey`. If necessary, allow read permission for the user account `nbwebsvc`. Then, retry the action.

The path to `.credential_keystore` is:

- UNIX: `/usr/openv/var/global/wsl/credentials/.credential_keystore`
- Windows: *`install_path`*`\NetBackup\var\global\wsl\credentials\.credential_keystore`

The path to `credjskey` (the file that holds the password to the credential keystore) is:

- UNIX: `/usr/openv/var/global/credjkskey`
- Windows: *`install_path`*`\NetBackup\var\global\credjkskey`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8638

Message: Error working with the encryption cipher.

Explanation: An error with the encryption cipher occurred.

Recommended Action: Ensure that the NetBackup Java Runtime Environment (JRE) security providers are installed. Then, restart the NetBackup Web Management Console (`nbwmc` or `nbwmc.exe`) and retry the action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8639

Message: Encryption key error.

Explanation: An error with the encryption key occurred.

Recommended Action: Ensure that the NetBackup Java Runtime Environment (JRE) security providers are installed. Then, restart the NetBackup Web Management Console (`nbwmc` or `nbwmc.exe`) and retry the action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8640

Message: Encryption error working with key tag.

Explanation: An error with a key tag occurred.

Recommended Action: Verify the ownership and the permissions of the files `.credential_keystore` and `credjkskey`. If necessary, allow read permission for the user account `nbwebsvc`. Then, retry the action.

The path to `.credential_keystore` is:

- UNIX: `/usr/openv/var/global/wsl/credentials/.credential_keystore`
- Windows: *`install_path`*`\NetBackup\var\global\wsl\credentials\.credential_keystore`

The path to `credjskey` (the file that holds the password to the credential keystore) is:

- UNIX: `/usr/openv/var/global/credjkskey`
- Windows: *`install_path`*`\NetBackup\var\global\credjkskey`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8641

Message: Encryption manager error.

Explanation: An error with the encryption manager occurred.

Recommended Action: Ensure that the NetBackup Java Runtime Environment (JRE) security providers are installed. Then, restart the NetBackup Web Management Console (`nbwmc` or `nbwmc.exe`) and retry the action.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8642

Message: Encryption error working with keystore.

Explanation: An encryption error with the keystore occurred.

Recommended Action: Verify the ownership and the permissions of the files `.credential_keystore` and `credjkskey`. If necessary, allow read permission for the user account `nbwebsvc`. Then, retry the action.

The path to `.credential_keystore` is:

- UNIX: `/usr/openv/var/global/wsl/credentials/.credential_keystore`
- Windows: *`install_path`*`\NetBackup\var\global\wsl\credentials\.credential_keystore`

The path to `credjskey` (the file that holds the password to the credential keystore) is:

- UNIX: `/usr/openv/var/global/credjkskey`
- Windows: *`install_path`*`\NetBackup\var\global\credjkskey`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8656

Message: The SAML certificate already exists.

Explanation: The SAML certificate and keystore generation is skipped as they already exist.

Recommended Action: If you want to re-generate the SAML certificates and keystore, send the `-f` option with the `nbidpcmd CLI` command to forcefully re-generate the certificate and keystore.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8657

Message: The SAML keystore cannot be generated.

Explanation: One of the following errors has occurred:

- An error has occurred generating the NetBackup issued SAML certificate and keystore.
- An error has occurred generating external CA issued SAML keystore . One of the following can be true:
  - The -uECA flag is provided but the master server is not ECA configured and does not have the required ECA configured keystore and passkey files.
  - The certificate chain or the private key files are not provided. If The certificate chain or the private key files are provided, either the file does not exist, is not in the correct format, or it is corrupted.

Recommended Action: Perform the following actions as appropriate:

- For NetBackup issued SAML certificate and keystore, delete any existing SAML certificates or keystore and re-generate them.
- For external CA issued SAML keystore configuration, review the following as appropriate:
  - If you want to reuse the NetBackup ECA configuration, verify that the master server is ECA configured and the ECA keystore and passkey files are present in the following paths:
    - Windows:
      ECA credentials directory path:
      `install_path\var\global\wsl\credentials\externalcacreds`
      ECA keystore path: `install_path\var\global\wsl\credentials\externalcacreds\nbwebservice.bcfks`
      ECA keystore passkey path:
      `install_path\var\global\wsl\credentials\externalcacreds\jkskey`
    - UNIX:
      ECA credentials directory path:
      `usr/openv/var/global/wsl/credentials/externalcacreds`
      ECA keystore path:
      `usr/openv/var/global/wsl/credentials/externalcacreds/nbwebservice.bcfks`
      ECA keystore passkey path:
      `usr/openv/var/global/wsl/credentials/externalcacreds/jkskey`

- If the external CA issued certificate and private key files are provided, verify that the provided paths are correct and the provided files are in PEM format. Verify that the files are not corrupted.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8658

Message: The SAML keystore cannot be deleted.

Explanation: The SAML certificate and keystore cannot be deleted successfully.

Recommended Action: Ensure that user has the required permission to delete the SAML certificate and keystore files present in the following paths:

- NetBackup issued SAML certificate and keystore files:
  - Windows:
    SAML credentials directory path:
    `install_path\var\global\vxss\samlcreds`
    SAML keystore path:
    `install_path\var\global\wsl\credentials\nbwebsaml.bcfks`
    SAML keystore passkey path: `install_path\var\global\samljkskey`
  - UNIX:
    SAML credentials directory path: `usr/openv/var/global/vxss/samlcreds`
    SAML keystore path:
    `usr/openv/var/global/wsl/credentials/nbwebsaml.bcfks`
    SAML keystore passkey path: `usr/openv/var/global/samljkskey`
- External CA issued SAML keystore:
  - Windows:
    SAML credentials directory path:
    `install_path\var\global\wsl\credentials\samlecacreds`
    SAML keystore path:
    `install_path\var\global\wsl\credentials\samlecacreds\nbwebsaml.bcfks`
    SAML keystore passkey path:
    `install_path\var\global\wsl\credentials\samlecacreds\jkskey`
  - UNIX:
    SAML credentials directory path:
    `usr/openv/var/global/wsl/credentials/samlecacreds`
    SAML keystore path:
    `usr/openv/var/global/wsl/credentials/samlecacreds/nbwebsaml.bcfks`

SAML keystore passkey path:
`usr/openv/var/global/wsl/credentials/samlecacreds/jkskey`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8676

Message: The access code is not appropriate.

Explanation: The specified access code is not as per the approval workflow.

Recommended Action: Ensure that you used the appropriate access code and approval workflow.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8677

Message: The access code is expired.

Explanation: The access code for the CLI session is expired.

Recommended Action: Run the `bpnbat -login -loginType webUI` command to receive the new access code.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8678

Message: The access code request is declined.

Explanation: The Security Administrator declined the access code.

Recommended Action: Contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8679

Message: The access code request is already approved.

Explanation: The Security Administrator has already approved this access code request.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8680

Message: The access code request has approval pending.

Explanation: The Security Administrator has not approved your access code request.

Recommended Action: Contact the Security Administrator to verify the access code.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8700

Message: The host database web service is unavailable due to an internal error.

Explanation: The web service may have encountered an unknown issue on the server-side system. This issue may require further investigation from Cohesity Technical Support.

Recommended Action: Examine the NetBackup error logs for additional error messages. Additionally, you can refer to the debug logs for this web service (on the master server) to determine the cause of the error.

Alternatively, contact Cohesity Technical Support and send the appropriate logs. A complete list of required logs and configuration information is available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8701

Message: The host does not exist.

Explanation: This error occurs when the host that you want to fetch does not exist. This may happen due to one of the following reasons:

- The host name that you are trying to fetch does not exist.
- The host ID that you are trying to fetch does not exist.

Recommended Action: The host that you are trying to access may not be a known NetBackup host. Starting with NetBackup 8.0, a host is added automatically when it communicates with a NetBackup 8.0 master server.

Alternatively, contact Cohesity Technical Support and send the appropriate logs. A complete list of required logs and configuration information is available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8702

Message: The host cannot be created because the host name already exists in the host database.

Explanation: This error occurs due to one of the following reasons:

- The host name that you are trying to create already exists in the host database.
- The host ID that you are trying to create already exists in the host database.

Recommended Action: To resolve issues that are related to different hosts having the same name or alias, verify the network host name mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8703

Message: The host cannot be created because the host ID-to-host name mapping already exists in the host database.

Explanation: The host name conflicts with an alias name that already exists in the database in a case insensitive comparison. You can find the host ID of the existing host or alias in the Location field of the response header.

Recommended Action: To resolve issues that are related to different hosts having the same name or alias, verify the network host name mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8704

Message: A conflict occurred while updating the host database. Kindly retry the operation.

Explanation: This error occurs when you try to create or modify the host database at the same time.

Recommended Action: If the problem continues, save all of the error log information and contact Cohesity Technical Support. A complete list of required logs and configuration information is available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8705

Message: The specified host is not a NetBackup client host and therefore it cannot be decommissioned.

Explanation: Attempts to decommission the NetBackup host through the web UI, command line, or API, fail with a NetBackup status code 8705. This error occurs when the specified host is not solely a client host. It has additional roles and responsibilities, such as media server, appliance, remote primary, remote media, or WORM storage roles, etc. You must first remove these additional roles and responsibilities from the host. Once these roles are removed, the host reverts to a client-only role. The host can then be decommissioned and removed from the NetBackup domain.

Recommended Action: Use the information in the technical note that is shown to determine the cause of the error and the appropriate actions to resolve it:

https://support.cohesity.com/s/article/article-100073398

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8706

Message: The required field is missing from the input request.

Explanation: Entering a value for the given field is mandatory to complete the operation.

Recommended Action: Enter a valid value for the mandatory fields and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8707

Message: The web service cannot update the host ID.

Explanation: This error occurs when you try to modify a host ID. You cannot update the host ID because it is the unique identifier of a NetBackup host.

Recommended Action: Remove the host ID from the input request to complete the remaining operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8708

Message: Constraint violations are detected for the given attributes in the input request

Explanation: The error message points to an erroneous input parameter and displays the constraint that failed for the parameter. For example, the input value for the input parameter is a string; however, you entered an integer.

Recommended Action: Enter a valid input for the input parameter and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8709

Message: The destination file or directory already exists.

Explanation: Telemetry data for the host already exists on the server.

Recommended Action: No action required.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8710

Message: The file cannot be uploaded because of insufficient disk space on the host.

Explanation: The server may not have enough disk space to store the telemetry file.

Recommended Action: To resolve the issue, create space on the master server for *var*/global paths.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8711

Message: The folder where the telemetry data needs to be uploaded does not exist.

Explanation: This error indicates that the destination folder, where the telemetry data is uploaded, is missing.

Recommended Action: Contact Cohesity Technical Support and send the appropriate logs. A complete list of required logs and configuration information is available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8712

Message: Failed to upload the file.

Explanation: An error occurred while uploading the telemetry file.

Recommended Action: Contact Cohesity Technical Support and send the appropriate logs. A complete list of required logs and configuration information is available.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8713

Message: Failed to upload the file. The input file cannot be empty.

Explanation: The input file is empty; therefore, the telemetry data cannot be uploaded.

Recommended Action: Verify that the input file for telemetry is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8714

Message: The mapping cannot be marked as unshared because it is already shared.

Explanation: A host ID-to-host name mapping that is already shared cannot be marked as unshared.

Recommended Action: Delete the shared mapping entry.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8715

Message: A conflict in the mapping is detected. The host name is already mapped with a different host.

Explanation: The mapping cannot be added as there is a conflict. The host name is already mapped with a different host.

Recommended Action: Do one of the following to resolve the conflicting mapping:

- Mark the conflicting mapping as shared to be able to approve it.
- Delete the conflicting mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8716

Message: The mapping cannot be added because it is empty.

Explanation: An empty host ID-to-host name mapping cannot be added.

Recommended Action: Provide a valid host ID-to-host name mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8717

Message: The operation failed as one of the input parameters is invalid.

Explanation: One of the input parameters is invalid.

Recommended Action: Provide a valid input parameter. For more information, see the NetBackup logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8718

Message: The mapping cannot be deleted as this is the primary host name for the host ID.

Explanation: The host ID-to-host name mapping cannot be deleted if it is the primary host name that is mapped with the host ID.

Recommended Action: Do not delete the primary host name that is mapped with the host ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8719

Message: The conflicting mapping cannot be approved because it is not a shared mapping.

Explanation: A conflicting mapping can be approved only if it is shared.

Recommended Action: Do one of the following to resolve the conflicting mapping:

- Mark the conflicting mapping as shared to be able to approve it.
- Delete the conflicting mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8720

Message: The host ID does not exist.

Explanation: The master server does not recognize the specified host ID.

Recommended Action: Check the specified host ID by using the `nbcertcmd -listCertDetails` command. If the specified NetBackup host is part of multiple NetBackup domains, ensure that you provide the correct host ID that corresponds to the specified NetBackup domain.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8722

Message: The specified name exceeds the maximum allowed length of 1024 characters. Enter a valid name for host ID-to-host name mapping.

Explanation: A host ID-to-host name mapping can contain up to 1024 characters.

Recommended Action: Ensure that the mapping that you have entered does not exceed 1024 characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8723

Message: The specified comment exceeds the maximum allowed length.

Explanation: A comment can contain up to 2048 bytes.

Recommended Action: Ensure that the comment that you provide does not exceed 2048 bytes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8724

Message: The host ID-to-host name mapping cannot be configured as a shared mapping because it is associated with a single host.

Explanation: Only host ID-to-host name mappings that are shared across multiple hosts (for example, in cluster or multi-domain scenarios) should be configured as shared mappings.

Recommended Action: Ensure that the host ID-to-host name mapping that you want to add is not configured as shared because the mapping is associated with a single host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8725

Message: The host ID should not be provided in the request along with the subject name.

Explanation: The operation request contained the host ID that was not required.

Recommended Action: Do not provide the host ID when you perform an operation that uses a certificate that is issued by an external CA.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8727

Message: External CA certificates cannot be used for host communication.

Explanation: The use of certificates that are issued by an external CA is disabled.

Recommended Action: Do one of the following:

- Use the certificate that is issued by the NetBackup CA for your host.
- Change the setting on the master server to enable the use of certificates that are issued by an external CA.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8728

Message: The certificate operation failed because the NetBackup CA certificates cannot be used for host communication in the domain.

Explanation: The use of host ID-based certificates that are issued by the NetBackup CA has been disabled.

Recommended Action: Do one of the following:

- Use the certificate that is issued by the external CA for your host.
- Change the configuration on the master server to enable the use of NetBackup certificates.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8729

Message: No external certificates with the specified subject are available.

Explanation: Association of the external certificate's subject name with the host ID cannot be reset or deleted from the NetBackup database. The subject name does not exist in the database.

Recommended Action: Retrieve the subject name either using the NetBackup web UI (external certificate list view) or the `nbhostmgmt` command. Use that subject name to perform the delete or the reset operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8730

Message: External certificate with the specified subject is already available.

Explanation: The subject name that you want to reset may be associated with a different host.

Recommended Action: If the subject name is associated with a different host, try one of the following actions:

- Use the `nbcertcmd -deleteECACertEntry` command to delete the existing entry from the database.
- Use a different subject name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8731

Message: The subject name of the certificate is not in the valid format.

Explanation: The subject name that you want to reset or delete from the database is not in the RFC 2253 format.

Recommended Action: Do one of the following:

- If you want to provide the subject name using the OpenSSL or the `vxsslcmd` API, ensure that it is in the RFC 2253 format. Use the following command:
  - *Install_Path*`/goodies/vxsslcmd x509 -noout -in input certificate file -subject -nameopt RFC2253 or openssl x509 -noout -in input certificate file -subject -nameopt RFC2253`
- Retrieve the subject name either using the NetBackup web UI (external certificate list view) or the `nbhostmgmt` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8732

Message: An entry for the specified subject name that is associated with a host ID already exists in the NetBackup database.

Explanation: The specified subject name and host ID association already exists in the NetBackup database.

Recommended Action: Do one of the following:

- Update the existing subject name to host ID association using the `netbackup/security/external-certificates` API.
- Delete the existing subject name to host ID entry from the database using the `nbcertcmd -deleteECACertEntry` command (or through the API). Then create a new entry using the `createECACertEntry` command.
- Use a new subject name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8733

Message: An entry for the specified host ID associated with the subject name already exists in the NetBackup database.

Explanation: The specified host ID is already associated with a subject name.

Recommended Action: Do one of the following:

- Update the existing subject name to host ID association using the `netbackup/security/external-certificates` API.
- Retrieve the configured subject name for the specified host ID. Delete the existing subject name to host ID entry from the database using the `nbcertcmd -deleteECACertEntry` command (or through the API). Then create a new entry using the `createECACertEntry` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8739

Message: The host ID-to-host name mapping cannot be added. Automatic mapping is disabled for NAT clients.

Explanation: NAT clients cannot use alternative names for connection. Automatic host ID-to-host name mapping is disabled for NAT clients.

Recommended Action: Add the required host ID-to-host name mapping using the NetBackup web UI or NetBackup Administration Console. Alternatively, use the `nbhostmgmt` command to add the required name mapping.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8740

Message: Failed to fetch the master server information.

Explanation: NBSL service may be down while connection to the NetBackup web UI is attempted.

Recommended Action: Ensure the following:

- The appropriate license key is used.
- The NBSL service is up and running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8743

Message: The specified host is already decommissioned.

Explanation: The host you specified was previously decommissioned.

Recommended Action: This request is invalid. The host was already decommissioned and cannot be decommissioned again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8744

Message: Primary servers cannot be decommissioned.

Explanation: The host you specified is a primary server and primary servers cannot be decommissioned. You can only decommission NetBackup clients.

Recommended Action: This request is invalid. The specified host is a primary server and primary servers cannot be decommissioned.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8745

Message: The specified host is an unknown server.

Explanation: NetBackup does not recognize the specified host as a known server. You can only decommission NetBackup clients.

Recommended Action: This request is invalid. The specified host is not known to NetBackup and cannot be decommissioned.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8747

Message: Protected hosts cannot be decommissioned.

Explanation: The specified host is present in one or more policies or protection plans. You cannot decommission a host that is present in a NetBackup policy or protection plan.

Recommended Action: Remove the host from the associated policies or protection plans. Determine if the host is part of any backup host pool that is used in the policy or the protection plan. If it is present, remove the given host from the backup host

pool and then decommission the host. Alternatively, use the `force` option to decommission the host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8748

Message: One or more images for the specified host exist in the NetBackup catalog.

Explanation: There are one or more backup images present in the NetBackup catalog for the specified host. The operation you specified cannot be completed with valid backup images present in the NetBackup catalog.

Recommended Action: Remove the images present for given host. You can use the `force` option to ignore this failure.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8749

Message: Policies, protection plans, or images are associated with the specified host.

Explanation: The host you specified has one or more policies, protection plans, or images that are associated with it. The operation that you specified cannot be completed when any of these items are associated with the host.

Recommended Action: Remove the host from the associated policies or protection plans, and expire any associated images, then decommission the host. Alternatively, use the `force` option to decommission the host.

Remove the host from the associated policies or protection plans. Determine if the given host is part of any backup host pool that is used in the policy or the protection plan. If it is present, remove the host from the backup host pool and then decommission the host. Expire any associated images and then decommission the host. Alternatively, use the `force` option to decommission the host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8753

Message: The certificate enrollment failed. The host name should be part of the certificate.

Explanation: The host name that is used for certificate enrollment is present in the NetBackup database. But the host name is not present in the subject name of the certificate.

Recommended Action: Do one of the following:

- Ensure that the host name is part of the subject name of the certificate.
- Add or update (delete and then add) the subject name of the certificate in the NetBackup database. Use the `nbcertcmd -createECACertEntry` and `nbcertcmd -deleteECACertEntry` commands. For more information on the commands, refer to the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8754

Message: The certificate enrollment failed. The host name should be a primary name.

Explanation: The host name being used for enrolment may be a host ID-to-host name mapping of this host or some other host. It should be the primary name of this host, which is same as the `CLIENT_NAME` defined in the NetBackup configuration file.

Recommended Action: Do one of the following:

- Use the primary name of the host during certificate enrollment.
- Add or update (delete and then add) the subject name of the certificate in the NetBackup database. Use the `nbcertcmd -deleteECACertEntry` then the `nbcertcmd -createECACertEntry` commands. For more information on the commands, refer to the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8755

Message: The certificate enrollment failed. The host name should be part of the certificate and it should be a primary name.

Explanation: The host name being used for enrolment is not part of the subject alternate name of the certificate. Also, the host name may be a host ID-to-host name mapping of this host or some other host. It should be the primary name of this host, which is same as the `CLIENT_NAME` defined in the NetBackup configuration file.

Recommended Action: Do one of the following:

- Use the primary name of the host during certificate enrollment and ensure that the host name is part of the subject alternate name of the certificate.
- Add or update (delete and then add) the subject name of the certificate in the NetBackup database. Use the `nbcertcmd -deleteECACertEntry` then the `nbcertcmd -createECACertEntry` commands. For more information on the commands, refer to the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8756

Message: The certificate enrollment failed. The host name is already enrolled with a certificate with a different subject name.

Explanation: A certificate is already enrolled with this host but the host attempts to enroll with a different certificate.

Recommended Action: Add or update (delete and then add) the subject name of the certificate in the NetBackup database. Do the following:

1. Run the `nbcertcmd -deleteECACertEntry` command to delete the association of the existing host with the certificate.
2. Run the `nbcertcmd -createECACertEntry` command to associate the new certificate with the existing host.

For more information on the commands, refer to the NetBackup Commands Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8757

Message: Failed to retrieve the Certificate Authority usage information of the NetBackup web server.

Explanation: The system cannot retrieve the information regarding the Certificate Authority that the web server supports.

Recommended Action: Try retrieving the Certificate Authority usage information of the web server again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8759

Message: The certificate to be used for enrollment is not yet valid.

Explanation: The certificate enrollment has failed because the certificate to be enrolled is not yet valid.

Recommended Action: Verify the time that is specified for the `notBefore` parameter in the certificate. If the time is in the future, try enrolling a different external certificate that is valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8760

Message: The certificate to be used for enrollment is expired.

Explanation: The certificate enrollment has failed because the certificate to be enrolled is expired.

Recommended Action: Verify the time that is specified for the `notAfter` parameter in the certificate. If the time is in the past, try enrolling a different external certificate that is valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8761

Message: The certificate enrollment failed. The certificate is revoked.

Explanation: The external certificate is in the revoked state.

Recommended Action: Contact your security administrator to get a new external certificate that is valid. Try enrolling the new external certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8762

Message: The private key of the external certificate is encrypted, but the passphrase is blank.

Explanation: The passphrase file does not contain a valid passphrase.

Recommended Action: Ensure that the passphrase is defined on the first line of the `ECA_KEY_PASSPHRASEFILE` configuration option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8763

Message: The certificate enrollment failed. Another host with the same short name exists in the NetBackup database.

Explanation: A valid host name should be provided.

Recommended Action: Try one of the following actions:

- Provide the correct `CLIENT_NAME` of the host. Use the `nbhostmgmt -list` command to get the client name and retry the operation.
- If the host for which an external certificate is to be enrolled and the host that is available on the master server are different then use the `nbhostmgmt -addhost` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8764

Message: The certificate or the certificate path is not valid.

Explanation: The error may occur in any of the following scenarios:

- The certificate is not valid.
- The specified certificate file path does not exist.
- The specified file path is not a complete certificate file path. It may be a directory name.

Recommended Action: Ensure that the certificate and the certificate file path are valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8765

Message: The host does not have any security certificate configured with respect to this master server.

Explanation: The host does not have either of the following:

- A NetBackup CA-signed certificate that is generated and deployed from the master server.

- An external CA-signed certificate that is enrolled with the master server.

Recommended Action: Carry out the following steps:

1. Generate and deploy a NetBackup certificate (or a host ID-based certificate).
   - Run the following command: `nbcertcmd - getCertificate`
2. Enroll an external certificate.
   - Run the following command: `nbcertcmd - enrollCertificate`

For more details on the certificate deployment and enrollment process, refer to the NetBackup Security and Encryption Guide.

For more details on the commands, refer to the NetBackup Commands Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8766

Message: The certificate enrollment failed. The common name (CN) is not present in the certificate.

Explanation: This error occurs in the following scenario:

- The host is not registered with the NetBackup host database, it does not have the common name in the certificate, and the host name is not present in the subject alternative name of the certificate.

Recommended Action: Do one of the following:

- Add the common name of the host in the certificate.
- Add the host name in the certificate's subject alternative name.
- Carry out the following steps in the given order:
  - Add the host in the host database using the `nbhostmgmt -addhost` command.
  - Add the subject alternative name of the certificate in the NetBackup database using the `nbcertcmd -createECACertEntry` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8767

Message: The certificate enrollment failed. The issuer in the certificate and the one that you have provided do not match.

Explanation: The certificate with the given subject name is present in the trust store, but the issuer name does not match the one that you have provided.

Recommended Action: Ensure that you provide the correct certificate issuer name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8768

Message: The specified certificate store does not exist on the local machine.

Explanation: The specified certificate store is not part of the `HKEY_LOCAL_MACHINE` certificate store.

Recommended Action: Ensure the following:

- The certificate store name is specified correctly.
- The specified certificate store is part of the `HKEY_LOCAL_MACHINE` certificate store.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8769

Message: Certificate path is invalid. If your store name, issuer, or subject contains any special characters, ensure that they are included in double quotes.

Explanation: The certificate path is not valid.

Recommended Action: Perform the following steps:

1. Ensure that the certificate store name or certificate subject name are not empty.
2. If the certificate issuer name is blank, ensure that your certificate path looks like the following: `<store name>\\<subject>`.
3. If the store name, issuer name, or subject name contains special characters, use double quotes to specify these parameters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8770

Message: The certificate cannot be found at the specified path.

Explanation: The certificate was not found as the specified path.

Recommended Action: Ensure that the specified certificate path is correct and the certificate is present at the given path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8771

Message: The certificate with the given subject name cannot be found.

Explanation: The certificate with the given subject name is not available in the given certificate store.

Recommended Action: Perform the following steps:

1. Ensure that the certificate subject name is specified correctly.
2. Ensure that the certificate store contains the specified certificate.
3. If the host name is used as the subject name, ensure that the subject name is mentioned as `$hostname`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8772

Message: The Windows certificate store cannot be opened.

Explanation: The Windows certificate store that is specified in the certificate path was not found.

Recommended Action: Ensure the following:

- The certificate store name is specified correctly.
- The specified certificate store is part of the `Local Machine` certificate store.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8773

Message: The certificate is not valid as the certificate validity period starts in the future.

Explanation: The certificate to be used is not yet valid. The validity date is in future.

Recommended Action: Review the certificate date. Use a certificate that is currently valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8774

Message: The Windows certificate store cannot be closed.

Explanation: The given certificate store may be in use by another process.

Recommended Action: Wait for a few minutes and try enrolling the certificate again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8775

Message: The host name cannot be retrieved.

Explanation: The host name is not set.

Recommended Action: Verify that the host name is set and then retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8776

Message: NetBackup does not support the algorithm used, see logs for more information regarding the algorithm.

Explanation: NetBackup does not support this key algorithm that this public key uses for encryption.

Recommended Action: Use a certificate that is encrypted using an algorithm that NetBackup supports. Refer to the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8777

Message: The certificate cannot be enrolled because of an unknown error.

Explanation: The certificate cannot be enrolled because of an unknown error.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8778

Message: Failed to get the specified certificate from Windows certificate store.

Explanation: The specified Windows certificate store cannot be retrieved.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8779

Message: ECA health check failed.

Explanation: The `nbcertcmd -ecaHealthCheck` command validates the external certificate-specific configurations that you have provided and shows a report of all successful and all failed validations.

Recommended Action: Each failed validation is associated with a validation ID. For each failure, there may be a specific reason and you can carry out certain troubleshooting steps. Review the following list of validations for the `ecaHealthCheck` command.

Validation ID: `USER_INPUT_CERT_PATH_VALIDATION`

- Causes:
  - The certificate path is empty.
  - The file at the specified path `filename` cannot be accessed.
- Recommended actions:
  - Ensure that the certificate path is not blank.
  - Ensure that the file has the `Read` permissions for the corresponding user.

Validation ID: `USER_INPUT_CERTIFICATES_VALIDATION`

- Causes:
  - Error in reading the certificate file.
- Recommended actions:
  - Ensure that the certificate file contains a certificate.
  - Ensure that the certificate file format is one that NetBackup supports. The supported certificate formats are PEM, P7BPEM, P7BDER.

Validation ID: `USER_INPUT_PRIVATE_KEY_PATH_VALIDATION`

- Causes:

- The private key path is empty.
- The file at the specified path `filename` cannot be accessed.

- Recommended actions:
  - Ensure that the private key path is not blank.
  - Ensure that the file has the `Read` permissions for the corresponding user.

Validation ID: `USER_INPUT_PRIVATE_KEY_READ_VALIDATION`

- Causes:
  - Error in reading the private key: File read failed.
  - Error in reading the private key: The private key of the external certificate is encrypted, but the *passphrase* is not provided.
  - Error in reading the private key: The private key of the external certificate is encrypted, but the *passphrase* is blank.
- Recommended actions:
  - Ensure that the private key format or key algorithms format is one of those supported by NetBackup. The supported key formats are PEM and DER.
  - If the private key is encrypted, ensure that the `ECA_KEY_PASSPHRASEFILE` or `-passphraseFile` with its value as `passphrase` file path location is given.
  - If the private key is encrypted and the `passphrase` file is given, ensure that the `passphrase` file is not empty and the *passphrase* in it is correct.

Validation ID: `USER_INPUT_TRUST_STORE_PATH_VALIDATION`

- Causes:
  - The trust store path is empty.
  - The file at the specified path `filename` cannot be accessed.
- Recommended actions:
  - Ensure that the trust store path is not blank.
  - Ensure that the file has the `Read` permissions for the corresponding user.

Validation ID: `USER_INPUT_TRUST_STORE_VALIDATION`

- Causes:
  - Error in reading the trust store path.
- Recommended actions:
  - Ensure that the trust store certificate file contains a trusted certificate.

- Ensure that the certificate file format is one that NetBackup supports. The supported certificate formats are PEM, P7BPEM, P7BDER.

Validation ID: `CERTIFICATES_KEYS_ACCESS_VALIDATION`

- Causes:
  - Windows: NetBackup services are not able to read the certificate, trust store, or private key.
  - UNIX: NetBackup service user is not able to read the certificate, trust store, or private key.
- Recommended actions:
  - Windows:
    - Ensure that the Local Service is not denied access to the certificate, trust store, or private key.
    - Ensure that the NetBackup services have access to the certificate, trust store, or private key.
    - Run the `icacls` command to ensure the NetBackup services or Local Service have read permissions. Example:

      ```
      icacls <file>
      ...
      <file> NT SERVICE\NetBackup Audit Manager:(R)
      ...
      ```

      Note: This note only applicable to Windows systems.

      This check is not applicable for group members if the Local Service and or NetBackup service are members of a group that is given the permissions deny and or allow. The validation check does not detect their permissions.

  - UNIX:
    - Ensure that the NetBackup service user has access to the certificates, the private key, and the passphrase file.

Validation ID: `LEAF_CERTIFICATE_ENHANCED_KEY_USAGE_VALIDATION`

- Causes:
  - The required extended key usages are not available in the given certificate.
- Recommended actions:

- Execute the following command:
  - For Windows:
    - *install_path*\bin\goodies\vxsslcmd.exe x509 -text -in *end_entity_certificate*
  - For UNIX:
    - *install_path*/bin/goodies/vxsslcmd x509 -text -in *end_entity_certificate*
- If the certificate has a X509v3 Key Usage extension present, it must include the following key usage purposes:
  - For the web server certificate: At least one of the Digital Signature or Key Encipherment should be present.
  - For a NetBackup host certificate: Digital Signature purpose should be present. Key Encipherment may or may not be present.
  - For a certificate that is used for both web server and NetBackup host: Digital Signature purpose should be present. Key Encipherment may or may not be present.
  - The certificate may have other key usage purposes listed in addition to the purposes specified here. These additional purposes are ignored.
- The X509v3 Key Usage extension may be either critical or non-critical.
- A certificate without a X509v3 Key Usage extension is also usable with NetBackup.
- If the certificate has a X509v3 Extended Key Usage extension present, it must include the following key usage purposes:
  - For the web server certificate: TLS Web Server Authentication.
  - For a NetBackup host certificate: TLS Web Server Authentication and TLS Web Client Authentication.
  - For a certificate that is used for both web server and NetBackup host: TLS Web Server Authentication and TLS Web Client Authentication.
  - The certificate may have other key usage purposes listed in addition to the purposes specified here. These additional purposes are ignored.
- The X509v3 Extended Key Usage extension may be either critical or non-critical.
- A certificate without a X509v3 Extended Key Usage extension is also usable with NetBackup.

- If the certificate doesn't meet the requirements that are listed in this **Recommend actions** section, contact your certificate provider to obtain a new certificate.

Validation ID: `CERTIFICATE_SUBJECT_DN_LENGTH_VALIDATION`

- Causes:
  - The `subject name` contains more than 255 characters
- Recommended actions:
  - A `subject name` with a length greater that 255 characters is not supported. Contact your external certificate provider.

Validation ID: `CERTIFICATE_SAN_HOSTNAME_VALIDATION`

- Causes:
  - The Subject Alternative Name field in the certificate is not empty and the `hostname` is not present in the field.
- Recommended actions:
  - If the certificate Subject Alternative Name is non-empty, ensure that it has host name present in it.
  - To view Subject Alternative Name run the following command:
    - `vxsslcmd x509 -text -in` *`end_entity_certificate_file`*
      - X509v3 Subject Alternative Name: DNS: `host FQDN` DNS:`host name`

Validation ID: `PRIVATE_KEY_VALIDATION`

- Causes:
  - The private key does not match the certificate.
- Recommended actions:
  - Ensure that the certificate and its corresponding private key are given.

Validation ID: `CERTIFICATE_SUBJECT_DN_ASCII_VALIDATION`

- Causes:
  - A non-ASCII character was found in the `Subject:` *`subject name`* of the certificate.
- Recommended actions:
  - A certificate subject with characters other than ascii 7-bit characters is not supported. Contact your external certificate provider.

Validation ID: `CERTIFICATE_CHAIN_VALIDATION_AGAINST_TRUST_STORE`

- Causes:
  - Certificate chain verification can fail due to many reasons. The only common sentence that is displayed is `The certificate chain verification failed`. The rest of the error is displayed with whatever `openssl` returns.
- Recommended actions:
  - Ensure that certificate with given subject name is present in the provided trust store.
  - Review the `openssl` error and rectify per the error text.

Validation ID: `CERTIFICATE_CN_EMPTINESS_VALIDATION`

- Causes:
  - The Common Name field in the certificate is empty.
- Recommended actions:
  - Ensure that certificate common name is not empty. Contact your external certificate provider.
  - Run the following command to verify:
    - `vxsslcmd x509 -subject -in` *`certificate_file`*
    - Verify that the value of CN in the subject is not empty.

Validation ID: `CERTIFICATES_ORDER`

- Causes:
  - The signature of the certificate `subject name` cannot be verified with the public key of the current certificate `subject name`.
- Recommended actions:
  - If you use a PEM-formatted certificate, ensure that in the certificate file, the leaf certificate is present first followed by its issuer, followed by the issuer of the leaf's issuer and so on.

Validation ID: `CERTIFICATE_CHAIN_EXPIRY_VALIDATION`

- Causes:
  - The certificate with the subject `subject name` is expired.
- Recommended actions:
  - Renew your certificate or use a certificate that is currently valid.
  - To ensure, run the following command:
    - `vxsslcmd x509 -dates -in` *`certificate_file`*

Output:

```
notBefore=date before which certificate is not valid
notAfter=date after which certificate is not valid
```

Validation ID: `CERTIFICATE_CHAIN_CURRENT_ACTIVE_VALIDATION`

- Causes:
  - The certificate with the subject `subject name` is not yet active.
- Recommended actions:
  - Use a certificate that is currently valid.
  - To ensure, run the following command:
    - `vxsslcmd x509 -dates -in certificate_file`
      Output:

      ```
      notBefore=date before which certificate is not valid
      notAfter=date after which certificate is not valid
      ```

Validation ID: `WINDOWS_CERTIFICATE_STORE_PRIVATE_KEY_VALIDATION`

- Severity: **Fail** or **Warn**
- Causes:
  - A warning is given when `MANAGE_WIN_CERT_STORE_PRIVATE_KEY` is set to `Disabled` in the NetBackup configuration and the NetBackup services are permitted to access the private key.
  - The check fails when `MANAGE_WIN_CERT_STORE_PRIVATE_KEY` is set to `Disabled` in the NetBackup configuration and the NetBackup services are not permitted to access the private key.
  - The check fails when the Cryptographic Service Provider (CSP) or Key Storage Provider (KSP) do not support the security descriptors.
- Recommended actions:
  - Set `MANAGE_WIN_CERT_STORE_PRIVATE_KEY` to `Automatic` so that NetBackup privileged services can update the read permissions for private key for NetBackup non-privileged services.
  - If the validation fails, give NetBackup services permissions to access the private key. You can run the command: `nbcertcmd -setwincertprivkeypermissions -force`

- If the validation returns a warning, ensure that the NetBackup services have read permissions to access the private key. The permissions are reset during certain operations like certificate renewal or disaster recovery.
- If the validation fails because the Cryptographic Service Provider (CSP) or Key Storage Provider (KSP) do not support the security descriptors, then use a provider that supports the security descriptors.
  Refer to the section *Limitations of Windows Certificate Store support when NetBackup services are running in Local Service account context* in the NetBackup Security and Encryption Guide for more details.

Validation ID: `USER_INPUT_WIN_CERT_PATH_VALIDATION`

- Causes:
  - The certificate with the given subject name cannot be found.
- Recommended actions:
  - Ensure that the Windows certificate store certificate path is provided correctly and the certificate exists in the given certificate store. Refer to the *External CA support in NetBackup* from the NetBackup Security and Encryption Guide.

Validation ID: `CERTIFICATE_SAN_CN_HOSTNAME_VALIDATION`

- Causes:
  - The Subject Alternative Name field in the certificate is empty and the host name `hostname` is not present in the Common Name field.
- Recommended actions:
  - If the certificate Subject Alternative Name is empty, ensure that the Common Name field has a host name present in it.
  - To view the Subject Alternative Name, run the following command:
    - `vxsslcmd x509 -text -in` *`end_entity_certificate_file`*
    - X509v3 Subject Alternative Name: DNS: `host FQDN` DNS:`host name`
  - To view Common Name, run the following command:
    - `vxsslcmd x509 -text -in` *`end_entity_certificate_file`*
    - X509v3 Subject Alternative Name: DNS: `host FQDN` DNS:`host name`

Validation ID: `USER_INPUT_WIN_CERT_VALIDATION`

- Causes:
  - Cannot open the provided certificate store.
  - Issuer of the certificate is not found.

- Certificate with the provided subject is not found.
- The host name of the computer cannot be fetched. [Used with special keyword `$hostname`]
- Certificate is not valid yet.
- Certificate is expired.
- Private key is not found for the certificate.
- The required purposes (Client Authentication & Server Authentication) are not present in the certificate.

- Recommended actions: (The following actions should be performed in Windows certificate store)
  - Ensure that certificate path is in correct format: `store-name\issuer-name\subject`
  - Check the certificate's `Valid from` field. The value (date) should be in current date range.
  - Check the certificate's `Valid to` field. The value (date) should be in current date range.
  - Ensure that the private key is present that corresponds to the end entity certificate.
  - Ensure that the `Enhanced Key Usage` field contains `Server Authentication (1.3.6.1.5.5.7.3.1)` and `Client Authentication (1.3.6.1.5.5.7.3.2)`. All purpose is also accepted.

Validation ID: `USER_INPUT_CRL_PATH_VALIDATION`

- Causes:
  - The CRL path is not accessible.
  - The CRL path is empty.
  - The CRL path contains only 0-KB files.
- Recommended actions:
  - Ensure that the CRL path is correct and not empty.

Validation ID: `USER_INPUT_CRL_PATH_CONTAINS_CRLS`

- Causes:
  - The CRL path does not contain any CRL files.
- Recommended actions:

- Ensure that the CRL path is correct and not empty.

Validation ID: `CRL_FILES_ACCESS_VALIDATION`

- Causes:
  - Windows: NetBackup services are not able to read the CRL files.
  - UNIX: NetBackup service user is not able to read the CRL files.
- Recommended actions:
  - Windows:
    - Ensure that the Local Service is not denied access to the CRL files.
    - Ensure that the NetBackup services have access to the CRL files.
    - Run the `icacls` command to ensure the NetBackup services or Local Service have read permission. Example:

      ```
      icacls <file>
      ...
      <file> NT SERVICE\NetBackup Audit Manager:(R)
      ...
      ```

      Note: This note only applicable to Windows systems.

      This check is not applicable for group members if the Local Service and or NetBackup service are members of a group that is given the permissions deny and or allow. The validation check does not detect their permissions.

  - UNIX: Ensure that the service user has access to the CRL files.

Validation ID: `CRL_CDP_URL_VALIDATION`

- Causes:
  - The CRL Distribution Point in the certificate does not contain valid URLs. NetBackup supports only HTTP or HTTPS URLs.
- Recommended actions:
  - Ensure that the CRL Distribution Point contains valid URLs.

Validation ID: `ALL_CRLS_READABLE`

- Causes:
  - CRL files available are not readable or invalid CRLs.

- Recommended actions:
  - Ensure that valid CRLs are available in the CRL path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8787

Message: The specified private key of the external certificate is not FIPS-compliant.

Explanation: The FIPS mode is enabled on the host, however the specified private key for the external certificate is not FIPS-compliant.

Recommended Action: Ensure that the private key for the external certificate is generated using FIPS-compliant algorithms.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8788

Message: The Cryptographic Service Provider or key storage provider does not support security descriptors.

Explanation: Some Cryptographic Service Providers or key storage providers do not support certain cryptographic operations. For example, not all providers support security descriptors. NetBackup updates the private key permissions during external CA enrollment, when the NetBackup non-privileged services are running with Local Service account. If the provider corresponding to the certificate that the `ECA_CERT_PATH` value in NetBackup configuration identifies doesn't support the security descriptors, this error occurs.

Recommended Action: Use a Cryptographic Service Provider or key storage provider that supports security descriptors. Alternatively, use the Local System or an administrator account to run the NetBackup non-privileged services.

For more information about changing the service user, see the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8789

Message: Failed to acquire private key corresponding to certificate in Windows certificate store.

Explanation: The certificate that the `ECA_CERT_PATH` identifies in the NetBackup configuration does not have a private key associated with it or the user does not have permission to read the private key.

Recommended Action: Perform the following:

1. Use a certificate that has a private key that is associated with it.
2. Check if the user has permissions to read the private key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8790

Message: Failed to update security descriptor of private key corresponding to certificate in Windows certificate store.

Explanation: Some Cryptographic Service Providers or key storage providers do not support certain cryptographic operations. For example, not all providers support security descriptors. NetBackup updates the private key permissions during external CA enrollment, when the NetBackup non-privileged services are running with Local Service account. If the provider corresponding to the certificate that the `ECA_CERT_PATH` value identifies in NetBackup configuration doesn't support security descriptors, this error can occur.

Recommended Action: Perform the following:

1. Check if the user has permissions to modify the security descriptor of the private key.
2. Check if the Cryptographic Service Provider or key storage provider supports security descriptors. Use a provider that supports security descriptors or the Local System or an administrator account to run the NetBackup non-privileged services.

   For more information about changing the service user, see the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8791

Message: Failed to read the security descriptor of private key corresponding to certificate in Windows certificate store.

Explanation: Some Cryptographic Service Providers or key storage providers do not support certain cryptographic operations. For example, not all providers support

security descriptors. NetBackup updates the private key permissions during external CA enrollment when services are running with Local Service account. If the provider corresponding to the certificate that the `ECA_CERT_PATH` value in NetBackup configuration identifies doesn't support the security descriptors, this error occurs.

Recommended Action: Perform the following:

1. Check if the user reading the security descriptor of the private key has permissions to read it.
2. Check if the Cryptographic Service Provider or key storage provider supports security descriptors. Use a provider that supports security descriptors or the Local System or an administrator account to run the NetBackup non-privileged services.

   For more information about changing the service user, see the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8792

Message: Failed to set the attributes of the private key or certificate inside Windows certificate store.

Explanation: Cannot update the attributes of the certificate or private key of the certificate corresponding to `ECA_CERT_PATH` value in NetBackup configuration.

Recommended Action: Perform the following:

1. Check if the certificate is valid.
2. Check if the user has permissions to write the attributes of private key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8793

Message: Failed to read the attributes from the private key or certificate inside Windows certificate store.

Explanation: Cannot read the attributes of certificate or private key of certificate corresponding to `ECA_CERT_PATH` value in NetBackup configuration.

Recommended Action: Perform the following:

1. Check if the certificate is valid.
2. Check if the user has permissions to read the attributes of private key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8794

Message: NetBackup is not enabled to manage the private key corresponding to certificate in the Windows certificate store. Check NetBackup configuration.

Explanation: NetBackup configuration prevents modification of the permissions of the private key.

Recommended Action: Change the value of the `MANAGE_WIN_CERT_STORE_PRIVATE_KEY` in the NetBackup configuration to `Automatic`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8798

Message: The certificate of the host cannot be validated because FIPS mode is enabled.

Explanation: The NetBackup Web Management Console service (`nbwmc`) has many workflows that interact with other products and or sub-systems such as:

- Media Server Deduplication Pool (MSDP)
- Cohesity Resiliency Platform (VRP)
- WebSocket Servers
- Trusted primary servers from other NetBackup domains (NetBackup Auto Image Replication)
- Snapshot Manager

These interactions are HTTPS-based and thus involve SSL handshake and certificate chain validation of the remote entity. These interactions begin with calling the APIs which fetch the CA certificate details from the remote entity and showing the certificate details such as fingerprints to the end user. Once the certificate is accepted by the end user, the certificate details are persisted in the appropriate trust store in NetBackup. And these stored CA certificates are then used in subsequent API workflows to verify the remote entity's identity.

The APIs for fetching the CA certificate of remote entity do not validate the peer certificate. NetBackup does not have a preconfigured trust store to validate the peer during SSL handshake. NetBackup asks the user to trust such CA certificates or decline to trust before operations proceed further. However, with FIPS enabled on

the primary server, the bootstrapping calls (which fetch the remote entity's CA certificate and ask for user to trust or decline) are not allowed. Enforcing FIPS requires verification of the server certificate that the remote entity presents during SSL handshake. This means that these APIs no longer work when primary server is running in FIPS mode.

The list of APIs that do not work when FIPS mode is enabled:

- `GET /config/remote-master-server-cacerts/{remoteMasterServer}`
- `POST /config/servers/wssendpoints/validateurl`
- `POST /config/servers/wssendpoints/validatehost`

  This API does not work when a certificate is not passed in the payload. Although when NetBackup is run in FIPS mode, if a certificate isn't passed, the API returns a different error.
- `GET /resiliency/servers/{resiliencyManager}/cacerts`
- `POST /config/servers/msdp-servers`

  Applicable only when new back-level MSDP servers are added that equal version 8.3 or newer up to version 9.0. Also applicable to NetBackup 10.0 and newer, with FIPS enabled.

Recommended Action: To overcome this problem, a temporary FIPS-compliant trust store has been introduced in NetBackup 10.0 which is located at:

install_path`/var/global/wsl/credentials/cacerts.bcfks`

When a NetBackup primary server is running in FIPS mode, administrators now need to ensure that this trust store has the remote entity's CA certificate already available in it. This check must be done before the APIs are called to fetch the CA certificate of remote entity. NetBackup Web Services API workflows use this trust store to verify the identity of the remote entity NetBackup communicates with.

Contact your NetBackup Administrator to populate the trust store with the target server's CA certificate for validating the server's authenticity.

Note: The following steps need to be performed on the NetBackup primary server which is configured to run in FIPS mode.

The `keytool` command that is available on the primary server, can be used to import the CA certificates into the trust store *install_path*`/var/global/wsl/credentials/cacerts.bcfks`. The options

`-providerclass` and `-providerpath` are needed as the trust store is a BCFKS format trust store, the only fully FIPS-compliant store format.

The remote entity's CA certificate must be available in a file in a PEM encoded format. The CA certificate must be copied over to the NetBackup primary server running in FIPS mode.

The steps to export the remote entity's CA certificate into a PEM format file can vary. One of the ways to get the information is by using the following `keytool` commands. The NetBackup administrator needs to refer to the documentation of the product/sub-system NetBackup is intended to be integrated. For example, while adding VRP server in NetBackup, steps to get the VRP server's CA certificate in a PEM format will be available in VRP documentation.

Use the following `keytool` commands to import the CA certificate into *install_path*`/var/global/wsl/credentials/cacerts.bcfks`:

Windows:

```
install_path\java\jre\bin\keytool -storetype BCFKS
-providerpath install_path\wmc\webserver\lib\ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-importcert -trustcacerts -file <CA certificate file (PEM encoded) path>
-keystore install_path\var\global\wsl\credentials\cacerts.bcfks
-storepass <password from the install_path\var\global\jkskey file>
-alias <alias name of the trusted certificate entry to be added>
```

UNIX:

```
/usr/openv/java/jre/bin/keytool -storetype BCFKS
-providerpath /usr/openv/wmc/webserver/lib/ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-importcert -trustcacerts -file <CA certificate file (PEM encoded) path>
-keystore install_path/var/global/wsl/credentials/cacerts.bcfks
-storepass <password from the /usr/openv/var/global/jkskey file>
-alias <alias name of the trusted certificate entry to be added>
```

NetBackup doesn't need these CA certificates after the bootstrapping calls are done (subsequent API calls make use of a different trust store that has these CA certificate entries populated). Cohesity recommends that entries are cleaned up once the remote entity is configured in NetBackup. To delete an entry from the temporary keystore:

Windows:

```
install_path\java\jre\bin\keytool -storetype BCFKS
-providerpath install_path\wmc\webserver\lib\ccj.jar
```

```
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-importcert -trustcacerts -file <CA certificate file (PEM encoded) path>
-keystore install_path\var\global\wsl\credentials\cacerts.bcfks
-storepass <password from the install_path\var\global\jkskey file>
-delete -alias <alias of the entry to be deleted>
```

UNIX:

```
/usr/openv/java/jre/bin/keytool -storetype BCFKS
-providerpath /usr/openv/wmc/webserver/lib/ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-keystore /usr/openv/var/global/wsl/credentials/cacerts.bcfks
-storepass <password from the /usr/openv/var/global/jkskey file> -delete
-alias <alias of the entry to be deleted>
```

Perform the following procedure to configure a trusted primary server.

To configure a trusted primary server

1. Perform the following on the destination primary server:

   Export the CA certificate from a BCFKS format trust store using the `keytool` command:

```
/usr/openv/java/jre/bin/keytool -storetype BCFKS
-providerpath /usr/openv/wmc/lib/ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-exportcert -alias <alias of the cert to be exported>
-keystore <BCFKS format trust store> -storepass <store password> -rfc
-file <destination PEM file in which this CA certificate will be exported>
```

   Example:

   Windows:

```
install_path\jre\bin\keytool
-providerpath install_path\wmc\lib\ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-storetype BCFKS -export -alias nbwmc -rfc
-file <file name of the CA cert PEM>
-keystore install_path\var\global\wsl\credentials\nbwebservice.bcfks
-storepass <password from install_path\var\global\jkskey>
```

   UNIX:

```
/usr/openv/java/jre/bin/keytool -providerpath /usr/openv/wmc/lib/ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-storetype BCFKS -export -alias nbwmc -rfc
-file /usr/openv/var/global /wsl/credentials/nbwmc.pem
-keystore /usr/openv/var/global/wsl/credentials/nbwebservice.bcfks
-storepass <password from /usr/openv/var/global/jkskey>
```

2. Copy the PEM file that is created as part of the step 1 command run, from the destination primary server to source primary server.

3 On the source primary server, import the CA certificate from the PEM file to *install_path*/var/global/wsl/credentials/cacerts.bcfks:

Windows:

```
install_path\java\jre\bin\keytool -storetype BCFKS
-providerpath install_path\wmc\webserver\lib\ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-importcert -trustcacerts -file <CA certificate file (PEM encoded) path>
-keystore install_path\var\global\wsl\credentials\cacerts.bcfks
-storepass <password from the install_path\var\global\jkskey file>
-alias <alias name of the trusted certificate entry to be added>
```

UNIX:

```
/usr/openv/java/jre/bin/keytool -storetype BCFKS
-providerpath /usr/openv/wmc/webserver/lib/ccj.jar
-providerclass com.safelogic.cryptocomply.jcajce.provider.CryptoComplyFipsProvider
-importcert -trustcacerts -file <CA certificate file (PEM encoded) path>
-keystore install_path/var/global/wsl/credentials/cacerts.bcfks
-storepass <password from the /usr/openv/var/global/jkskey file>
-alias <alias name of the trusted certificate entry to be added>
```

4 (Conditional) To import the CA certificate of source primary server to destination primary server, you must follow steps 1, 2, and 3. For step 1, the destination primary server becomes source and source becomes destination. This change ensures that both primary servers have each other's CA certificate available at *install_path*/var/global/wsl/credentials/cacerts.bcfks.

If the remote entity has a JKS formatted keystore, the following command can be used to export the CA certificate in PEM format.

Exporting a CA certificate from a JKS format trust store using the `keytool` command:

```
/usr/openv/java/jre/bin/keytool -exportcert
-alias <alias of the cert to be exported>
-keystore <trust store path>
-storepass <store password> -rfc
-file <destination PEM file in which this CA certificate will be exported>
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8799

Message: The validation of the certificate signing algorithm failed.

Explanation: The error indicates that the certificate was signed using a deprecated algorithm (`md5WithRSAEncryption`).

Recommended Action: Contact your Certificate Authority to generate and issue a certificate that is signed using non-deprecated algorithm.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8800

Message: Communication with EMM failed.

Explanation: NetBackup attempted a request that requires communication with `nbemm` and the communication with `nbemm` failed.

Recommended Action: Do the following, as appropriate:

- Ensure that the `nbemm` service is running.
- Restart `nbemm` or the NetBackup Web Management Console (`nbwmc`) and retry the request.
- Examine the unified logging files on the NetBackup master server for the `nbemmm` (OID 111) service and the NetBackup web services. Unified logging is written to `/usr/openv/logs` (UNIX) or to `install_path\NetBackup\logs` (Windows). See the NetBackup Troubleshooting Guide and the NetBackup Logging Reference Guide for details on troubleshooting the web services and on their logs.
- If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8813

Message: Policy attributes must be specified using the property named 'policy'.

Explanation: This error occurs when the input JSON payload to the Policy API is missing the required ‘policy’ property.

Recommended Action: Please specify the policy attributes, including any schedules, clients, and backup selections within the ‘policy’ property in the JSON payload. See the NetBackup REST API documentation for details about the Policy API JSON schema.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8814

Message: Please enter a valid Hyper-V machine name.

Explanation: NetBackup attempted a request that requires communication with the Hyper-V server and the communication with the Hyper-V server failed.

Recommended Action: Ensure that the NetBackup client is installed on the Hyper-V server and that the NetBackup master server can communicate with it.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8816

Message: The ID in the URL does not match the ID in the body.

Explanation: The ID in the URL does not match the ID in the request body.

Recommended Action: Ensure that the ID in the request URL matches the ID in the request body.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8817

Message: The credential name that you provided already exists.

Explanation: The credential name that you tried to create already exists in the credentials database.

Recommended Action: Enter a different valid credential name in the request body. Do not leave any spaces between characters. The name must not exceed 256 characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8818

Message: Invalid policy name.

Explanation: The policy name may contain invalid characters and does not conform with NetBackup naming conventions.

Recommended Action: Enter a valid name for the policy according to the naming rules. Use only alphabetic (ASCII A-Z and a-z), numeric (0-9), plus (+), minus (-), underscore(_), or period (.) characters. Do not use a minus (-) or period (.) as the first or last character. Do not leave any spaces between characters.

For more information on policy names:

- See the NetBackup Administrator's Guide Volume I for details on the naming conventions.
- You may also refer to the Article: 100016372 in the Support Knowledge Base for more information about policy naming.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8819

Message: Invalid schedule name.

Explanation: The schedule name may contain invalid characters and does not conform with NetBackup naming conventions.

Recommended Action: Enter a valid name for the policy according to the naming rules. Use only alphabetic (ASCII A-Z and a-z), numeric (0-9), plus (+), minus (-), underscore(_), or period (.) characters. Do not use a minus (-) or period (.) as the first or last character. Do not leave any spaces between characters.

See the NetBackup Administrator's Guide Volume I for details on the naming conventions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8820

Message: Failed to retrieve details of all the media servers.

Explanation: Failed to retrieve details of all the configured media servers.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8821

Message: Failed to retrieve the details of the specified media server.

Explanation: Failed to retrieve details of the specified media server.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8822

Message: Failed to add the trusted master server.

Explanation: Failed to add the remote master server for setting up trust relationship.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8823

Message: Failed to update the trusted master server.

Explanation: Failed to update the trusted master server with the given configuration.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8824

Message: Failed to retrieve the trusted master server details.

Explanation: Failed to retrieve information of the specified trusted master server.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical

Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8825

Message: Failed to retrieve the remote primary server details.

Explanation: Failed to retrieve information of the specified remote primary server.

Recommended Action: See the `errorDetails` in JSON output for additional details. Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8836

Message: Failed to update the details of the specified media server.

Explanation: The update of the media server configuration has failed for the specified media server.

Recommended Action: Verify the following:

- The media server is known to master server.
- The media server is reachable from master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8837

Message: The specified media server does not support this DTE configuration.

Explanation: The DTE configuration of media server is not supported on the specified server.

Recommended Action: Verify the following:

- The media server is known to the master server.
- The media server is on NetBackup 10.0 release or newer.
- The media server is reachable from the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8842

Message: Failed to save the proxy server details.

Explanation: This error is displayed when you try to create and or update the proxy-server details by using the following API:
`https://{NetbackupUrl}/netbackup/config/proxy-servers`

When you see this error, you won't be able to save any data.

Recommended Action: Perform the following steps:

1. Call the POST API (`https://{NetbackupUrl}/netbackup/config/proxy-servers`) to create the proxy server.
2. Create the API with proper syntax to validate the request but use some invalid data which shows an error during run time.
3. Verify that the error is shown in the API response.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8900

Message: The host name that was provided must be associated with a single host ID.

Explanation: This error occurs when the host name that you want to add or delete for mapping is associated with multiple host IDs.

Recommended Action: Ensure that the host name that you want to add or delete for mapping is associated with a single host ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8901

Message: The mapping name that was provided does not exist.

Explanation: This error occurs when the mapping name that you want to fetch does not exist.

Recommended Action: Provide a valid mapping name and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8902

Message: Mappings for the specified host do not exist.

Explanation: The specified host does not exist or the mappings for the host do not exist.

Recommended Action: Provide a valid host name and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8903

Message: The host name does not exist in the host ID to host name mapping list.

Explanation: To complete this operation, you must provide a host name for the input parameter that is present in host ID to host name mapping list.

Recommended Action: Use host name that is present in host ID to host name mapping list. Alternatively, add the given host name to the mapping list with the `nbhostmgmt -add` command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8904

Message: The host database operations are blocked when disaster recovery is in progress.

Explanation: The state of the NetBackup database changes during disaster recovery. Therefore, any updates to this database are blocked and then retried after the catalog recovery is complete and the NetBackup services are restarted. The catalog recovery APIs automatically set the environment variable `NB_DR_IN_PROGRESS` to `1` before disaster recovery starts. The variable is reset to `0` after the process is complete. In some cases, however, this variable is not successfully reset and updates to host database are blocked after disaster recovery completes.

Recommended Action: Manually reset the environment variable `NB_DR_IN_PROGRESS` to `0`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8951

Message: The NetBackup API version is invalid.

Explanation: The API request contains an invalid version that is specified in the content-type header.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8952

Message: A response cannot be generated in the media type specified by the request accept header.

Explanation: The API request either contains an invalid NetBackup API version or the resource identified by this request cannot generate the responses in the media type that was specified by the request accept header.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8953

Message: The content type specified by the request content-type header is not supported by the requested resource for the requested method.

Explanation: The API request contains an invalid NetBackup API version or the request entity is in a format that is not supported by the requested resource for the requested method.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8954

Message: The filter criteria is invalid.

Explanation: The API request contains an invalid filter criteria.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8955

Message: An invalid API request is encountered.

Explanation: The API request contains one or more invalid parameters and/or parameter values in the request body.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8956

Message: Multiple authorization headers are not allowed.

Explanation: The API request contains more than one authorization header. Only one authorization header is needed to execute the API request.

Recommended Action: Remove the extra authorization headers and try again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8957

Message: The HTTP method is not supported.

Explanation: The HTTP method specified in the API request is invalid.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8958

Message: A database system error occurred.

Explanation: A database-related error caused the NetBackup Web Services to fail. Multiple issues cause this error: data integrity violations, data access failures, database connection failures, database query syntax errors and other related errors. A communication issue between `nbwebservice` and `DBM` has occurred when the recovery point API was called for Microsoft SQL source files.

Recommended Action: If you used the recovery point API to call Microsoft SQL source files, review all API inputs and try again. If the problem persists, contact the Cohesity Technical Support. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8959

Message: Multiple audit reason headers are not allowed.

Explanation: Multiple audit reason headers are specified with the request. Only one audit reason header is allowed.

Recommended Action: Choose one audit reason header and remove the other headers.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8960

Message: The X-NetBackup-Audit-Reason header is not properly URL-encoded.

Explanation: This value must be URL-encoded as the HTTP specification only allows for ISO-8859-1 characters within header values.

Recommended Action: Ensure that the audit reason is properly percent encoded. Only ISO-8859-1 characters are allowed.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8962

Message: Requested operation failed.

Explanation: An internal error has occurred that has prevented the successful completion of the operation.

Recommended Action: For more details about this error, examine the `webserver` and `nbwebservice` logs. If the problem persists, contact the Cohesity Technical Support. For more information, see the NetBackup API Reference Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 8963

Message: The host name that you have specified to connect to the NetBackup web server is not present in the NetBackup web server certificate.

Explanation: The `NetBackup Web Management Console` (`nbwmc`) service shows this error when clients use a host name of the master server which is not present in the certificate that is configured for the `NetBackup Web Management Console` service. Examples of clients are the NetBackup Administration Console, web UI, or third party applications accessing the NetBackup web APIs.

You can see this error when connecting to the NetBackup web UI or NetBackup Administration Console. The error occurs when the connection uses the IP address of the master server and that IP address isn't present in the certificate that is configured for the `NetBackup Web Management Console` service.

The NetBackup vCenter plug-ins can display this error. The issue occurs if the master server being added to the plug-in does not use the host names known to the `NetBackup Web Management Console` service.

Recommended Action: If you want to access the `NetBackup Web Management Console` functionality using additional host names and or IP addresses (other than the ones present in server certificate), refer to the following procedure.

Note: This setting is only for a master server. The `allowedlist.properties` needs to have all the additional names (host names, IP addresses) of the master server that would be used to connect from the clients. Examples of clients are the NetBackup Administration Console, web UI, any rest client, or other NetBackup clients.

Accessing the NetBackup Web Management Console functionality using additional host names and or IP addresses

1. Create a file `VAR_GLOBAL/wsl/config/allowedlist.properties`.

   Example:

   Windows:
   `<install_path>\NetBackup\var\global\wsl\config\allowedlist.properties`

   UNIX: `/usr/openv/var/global/wsl/config/allowedlist.properties`

2. Ensure that the web service account user has read permissions on this file.

   Example: On UNIX systems `chmod a+r /usr/openv/var/global/wsl/config/allowedlist.properties` is one way to ensure required permissions on this file.

3. Add required additional valid `host.headers` and `x.forwarded.host.headers` header values.

4. Save the file.

5. Restart the `NetBackup Web Management Console` service.

   On a Windows system, the `NetBackup Web Management Console` service can be restarted from the Windows Service Control Manager.

   On UNIX systems `/usr/openv/netbackup/bin/nbwmc stop && /usr/openv/netbackup/bin/nbwmc start`.

The following is an example of an `allowedlist.properties` file looks like:

```
#Sample Properties File#
#Properties file to allow additional valid HOST and X-FORWARDED-HOST header v
#Fri Apr 23 16:14:42 CDT 2021
host.headers=master_server_additional_name_1,master_server_additional_name_2,
master_server_additional_ip_1,master_server_additional_ip_2
x.forwarded.host.headers=master_server_additional_name_1,
master_server_additional_name_2 ,master_server_additional_ip_1,
master_server_additional_ip_2
```

The key `host.headers` has comma-separated string values of the host names and IP addresses which need to be considered valid for the `HOST` request header.

The key `x.forwarded.host.headers` has comma-separated string values of the host names and IP addresses which need to be considered valid for the `X-FORWARDED-HOST` header.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9032

Message: Could not connect to the virtual machine.

Explanation: The virtual machine is down or the Snapshot Manager is not able to connect to the virtual machine.

Recommended Action: Verify if the virtual machine is up or the Snapshot Manager can communicate with the virtual machine. Review the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9050

Message: No matching report found.

Explanation: The report with the specified report ID in the URI does not exist.

Recommended Action: Check if the report ID is in the `GET /netbackup/reports` response.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9051

Message: Invalid filter specified in the request.

Explanation: The filter string that passed through the request body is not valid.

Recommended Action: Check if the filter string that was passed through the request body is valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9052

Message: Invalid report request.

Explanation: The request body is not valid.

Recommended Action: Check that the request body is valid.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9053

Message: Invalid job report type found.

Explanation: The report type is not valid.

Recommended Action: Check if the report type is in the `GET /netbackup/reports` response.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9101

Message: Failed to lock the file.

Explanation: This error can be due to the following reasons:

- NetBackup cannot create the lock file, perhaps due to a permissions error.
- The file is locked by another process.

Recommended Action: Do the following, as appropriate:

- Examine the logs for the operation you tried to perform.
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- On all of the hosts involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9102

Message: Failed to unlock the file.

Explanation: NetBackup was not able to unlock the file for editing.

Recommended Action: Do the following, as appropriate:

- Examine the logs for the operation you tried to perform.
- Examine legacy logs on the NetBackup server for `nbcertcmd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9103

Message: Unexpected response from the web service.

Explanation: This error can be due to the following reasons:

- The client failed to parse the HTTP response from the master server.
- The client may have made a web service request to a back-level master server.

Recommended Action: Do the following, as appropriate:

- Upgrade the back-level master server.
- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (all OIDs).
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- On all of the hosts involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9104

Message: The certificate verification failed.

Explanation: The public key infrastructure (PKI) artifacts are not valid. PKI artifacts include CA certificate, private key of the certificate, and passphrase of the private key file.

Recommended Action: Verify the PKI artifacts using the OpenSSL command.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9108

Message: Failed to connect to the `vnetd` service.

Explanation: This error appears if the application failed to connect to NetBackup network daemon (`vnetd`).

Recommended Action: Do the following:

1. Ensure that the `vnetd` process is running on the NetBackup host.
2. If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9126

Message: The remote server's certificate is not valid or doesn't exist.

Explanation: The remote server's certificate is invalid or doesn't exist. Multiple issues can cause this error.

Recommended Action: Perform the following as appropriate:

The table that is shown lists the issue and the associated action that is required to fix the issue:

- Review the `nbcs`/`bpfis`/`bppfi` level error messages that are displayed in Job details on the Activity monitor. For more details, review the component logs.
- Review the `nbwebservice`/`nbemm` level error message for the Snapshot Manager and plug-in configuration. For more details, review the component logs.

Table 1-7 Operation failed due to SSL certificate issues or connectivity issues.

Message	Recommended action
Unable to retrieve the certificate CRL. If you have configured the ECA_CRL_PATH, ensure that valid CRLs are present at the location. Confirm that the CRL URL is accessible from the Snapshot Manager.	Copy the latest CRL into the ECA_CRL_PATH path or ensure that the CRL distribution point URL from the respective host certificate is accessible from the Snapshot Manager.
The certificate revocation list (CRL) is expired. Ensure that the ECA_CRL_PATH is updated with the latest CRL.	Ensure that the latest CRL's are uploaded at the ECA_CRL_PATH path. The Snapshot Manager CRL cache can be updated manually by using the following command on Snapshot Manager host: `flexsnap_configure renew --token` *`token`*
The certificate revocation list (CRL) is not yet valid.	Review your Snapshot Manager's system time or provide a valid CRL.
The date of last update of the certificate revocation list (CRL) is not in a valid format.	Review the CRL using the OpenSSL command or contact your Security Administrator.
The date of next update of the certificate revocation list (CRL) is not in a valid format.	Review the CRL using the OpenSSL command or contact your Security Administrator.

Table 1-7 Operation failed due to SSL certificate issues or connectivity issues. *(continued)*

Message	Recommended action
The operation has failed with a cURL error.	Perform the operation again. If the problem persists, save all of the error log information and contact Cohesity Technical Support.
The certificate is revoked.	Determine if any of the certificates in the chain have been revoked or contact your Security Administrator. To renew Snapshot Manager certificate, run the following command on the Snapshot Manager host: For NBCA: `flexsnap_configure renew --hostnames FQDN --token` *`token`* `--force` For ECA: `flexsnap_configure renew --hostnames FQDN --ca` *`ca_file_path`* `--key` *`key_file_path`* `--chain` *`chain_file_path`* For more details, refer to status code 9318.
The certificate has expired.	(Not applicable for NBCA) Review the expiration of the certificates or contact your Security Administrator. For ECA, renew the Snapshot Manager certificate manually on Snapshot Manager host using the following command. `flexsnap_configure renew --hostnames FQDN --ca` *`ca_file_path`* `--key` *`key_file_path`* `--chain` *`chain_file_path`* For NBCA, Snapshot Manager certificates are automatically renewed within last 90 days of the expiration period. For more details, refer to status code 8506.

Other NetBackup error codes or messages can also be referred to for more information of SSL certificate or connectivity issues between primary server and Snapshot Manager. Resolve network issues if any, with `netstat` or a similar network diagnosis tool. The status of certificates that are issued for Snapshot Manager can

be verified using `flexsnap_configure serverinfo` and health of containers running can be verified using `flexsnap_configure status`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9128

Message: Failed to obtain the backup ID from the track log file.

Explanation: The track journal has the backup ID in the header section. A corrupt track journals or a missing backup ID in the header can cause this issue.

Recommended Action:

To address the issue, perform the following:

1. Rename the appropriate track journal folder on client:

   ```
   install_path\NetBackup
   \track\<media_server>\<storage_server>\<client>\<policy>
   ```

2. Perform a new full backup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9129

Message: The private key file cannot be loaded.

Explanation: The call to OpenSSL function `SSL_CTX_use_PrivateKey_file` failed.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9130

Message: The private key file cannot be validated.

Explanation: The call to OpenSSL function `SSL_CTX_check_private_key` failed.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9131

Message: The SSL handshake failed.

Explanation: The call to OpenSSL function `SSL_do_handshake` failed.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9132

Message: Cannot connect to the host because the NetBackup services are not running on the host.

Explanation: The server was unable to connect to the host.

Recommended Action: Verify that the following services are up and are running on the host:

- PBX services
- NetBackup services

If you continue to have problems, see *Resolving network communication problems* in the NetBackup Troubleshooting Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9134

Message: Failed to retrieve the passphrase.

Explanation: The passphrase that is required to decrypt the private key cannot be read. The passphrase file is either missing, inaccessible, altered, or corrupted.

Recommended Action: Perform the following as appropriate:

- Verify that the passphrase file exists at the keystore location and has the correct permissions. If the file is present but lacks the proper permissions, adjust the permissions manually and retry the operation.

- If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.
  - Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.
  - If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9135

Message: The NetBackup client uses a weak cipher for encryption, or the encryption is of the legacy type.

Explanation: If Data-at-rest encryption is enabled and the NetBackup client is configured with weak ciphers like DES, RC2, RC4, BF etc., or uses legacy encryption then the backup job fails with the error shown.

Recommended Action: Perform the following as appropriate:

Use **STANDARD** kind of encryption method with strong ciphers like AES.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9136

Message: Rotation of the passphrase key failed.

Explanation: The operation to rotate the passphrase key was unsuccessful. This error means that the system cannot replace the current passphrase key that is used for encryption.

Recommended Action: Perform the following as appropriate:

- Verify that the passphrase key file exists at the keystore location and has the correct permissions. If the file is present but lacks the proper permissions, adjust the permissions manually and retry the operation.
- If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`,

install_dir/var/global/vxss/credentials/keystore, *install_path*\NetBackup\var\vxss\credentials\keystore, or *install_path*\NetBackup\var\global\vxss\credentials\keystore directory.

- Perform nbcertcmd -getCertificate with reissueToken option for all servers with which the host is registered and retry the operation.
- If the issue persists, collect the nbcert, nbpxyhelper, and nbwebservice logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9139

Message: Backup files already present in keystore.

Explanation: The presence of passphrase backup files in the system, generated during the passphrase rotation process, indicates a failure in the last rotation operation. These files are supposed to be cleared upon a successful rotation.

Recommended Action: Perform the following as appropriate:

- Remove the backup files in the keystore folder that have the _bkup suffix and retry the operation.
- If the issue persists, collect the nbcert, nbpxyhelper, and nbwebservice logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9140

Message: Directory is empty.

Explanation: The keystore directory does not contain any private key files. This error code indicates that there is no active NBCA certificate issued to the host. Determine if the environment is an ECA only setup.

Recommended Action: Collect the nbcert, nbpxyhelper, and nbwebservice logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9141

Message: Keystore is in inconsistent state.

Explanation: NetBackup returns this error code during the rotation of passphrase operation. NetBackup gets this error in the scenarios shown:

- Private key, passphrase, and passphrase key files are missing or inaccessible.
- Backups of the Private key, passphrase, and passphrase key are present, which suggests a failure in the last operation involving these files.
- NetBackup is unable to decrypt the private key file with available passphrase file.

Recommended Action: Perform the following as appropriate:

- Verify that the private key, passphrase, and passphrase key files exist at the `keystore` location and have the correct service user permissions. If the files are present but lack the proper permissions, adjust the permissions manually and retry the operation.
- If backup files are present clean-up the backup files with the `_bkup` suffix and retry the operation.
- For any other case:
  - If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.
    - Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.
    - If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9142

Message: File does not exist.

Explanation: The backup files are not present at the specified location.

Recommended Action: Collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9143

Message: Rotation of the passphrase failed.

Explanation: The operation to rotate the passphrase was unsuccessful. This error means that the system cannot replace the current passphrase that is used for encryption.

Recommended Action: Perform the following as appropriate:

- Verify that the passphrase file exists at the keystore location and has the correct permissions. If the file is present but lacks the proper permissions, adjust the permissions manually and retry the operation.
- If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.
  - Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.
  - If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9144

Message: Rotation of the passphrase and the subsequent restore failed.

Explanation: Rotating the passphrase involves replacing the current passphrase with a new one and re-encrypting the private key. NetBackup creates backups of the private key and passphrase files. These backups are restored in case the rotation operation fails. This failure suggests that the restore of these backup files failed.

Recommended Action: Collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9145

Message: The given tag does not exist in the passphrase key file.

Explanation: The key record with the given tag does not exist in the passphrase key file.

Recommended Action: Perform the following as appropriate:

- If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.
  - Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.
  - If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9146

Message: The passphrase key file does not have any contents.

Explanation: The passphrase key file is empty and contains no key records.

Recommended Action: Perform the following as appropriate:

- If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.
  - Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.
  - If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9147

Message: Failed to create encryption tag.

Explanation: The tag creation operation was unsuccessful because the tag length is invalid.

Recommended Action: Retry the operation. If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9148

Message: Failed to create encryption key.

Explanation: The key creation operation was unsuccessful because the key length is invalid.

Recommended Action: Retry the operation. If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9149

Message: Failed to create passphrase key file.

Explanation: The attempt to create the passphrase key file and add a key record to it failed.

Recommended Action: Perform the following as appropriate:

- Verify that the passphrase key file or directory exists at the keystore location and has the correct permissions. If the file is present but lacks the proper permissions, adjust the permissions manually and retry the operation.
- If the issue persists, remove all files from the `keystore` directory, including any hidden files. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.
  - Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.

- If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9150

Message: Failed to rotate passphrase due to the incorrect encryption state of the keystore.

Explanation: The operation requires encrypted private keys, but the private keys in the keystore are currently unencrypted.

Recommended Action: Perform the following as appropriate:

- Perform `nbcertcmd -getCertificate` with `reissueToken` option for all servers with which the host is registered and retry the operation.
- If the issue persists, collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9151

Message: An internal error occurred.

Explanation: An internal error indicates that the ciphertext contains an invalid keystore type.

Recommended Action: Collect the `nbcert`, `nbpxyhelper`, and `nbwebservice` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9152

Message: The user does not have permission to access the keystore directory.

Explanation: Access to the file or folder is denied due to insufficient permissions. Depending on your configuration, the `keystore` directory is *`install_dir`*`/var/vxss/credentials/keystore`, *`install_dir`*`/var/global/vxss/credentials/keystore`, *`install_path`*`\NetBackup\var\vxss\credentials\keystore`, or *`install_path`*`\NetBackup\var\global\vxss\credentials\keystore` directory.

Recommended Action: Perform the following as appropriate:

- Verify the file or the folder permissions.
- Grant the service user read, write, and access permissions if necessary.
- Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9201

Message: The service user cannot switch the context to another user.

Explanation: The user encounters this error when the policy is saved because of the following:

- If a UNIX master server is configured to use a non-root service account.
- If logon details are provided for any user other than non-root service account, then this error occurs.
  For example, if the `service_user` is **abc**, then this error occurs if the logon details provided for root and any other non-root user are **pqr**.

If the policy was preconfigured, the catalog backup fails with this error.

Recommended Action: Update or remove the logon details from catalog backup policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9202

Message: The service user account does not have the write permissions on the specified path.

Explanation: If primary server is configured to use the service account, then NetBackup operations can fail if they try to create files and or folders outside of the NetBackup install directory.

Recommended Action: Verify that the service account has write access on the user path that is specified.

For example: If the service user account does not have write permissions on the disaster recovery package path specified in the catalog backup policy, the catalog backup fails with this error.

The catalog recovery also fails with this error if the service user account does not have write access to the DR path and its contents.

Run the following commands so that service user account has write access on the disaster recovery path:

- Windows:

```
ICACLS "<DR_Path>" /grant:r
"*S-1-5-80-623693008-3165178162-2673590941-1612452212-3346329012:(OI)(CI)F"
```

  In this command example, `S-1-5-80-623693008-3165178162-2673590941-1612452212-3346329012` is Service SID of NetBackup Database Manager service (`bpdbm`).

- UNIX:

  ```
  chown -R <service_user_name> <DR_Path>
  ```

  After the `chown` command is run, verify that the service user can write to the specified path using the `su` command.

  ```
  su <service_user_name> -c "touch <DR_path>/test.txt"
  ```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9250

Message: Host IDs of the target and the source hosts do not match.

Explanation: The host ID of the received `certinfo` does not match with the existing Host ID entry present in `certmapinfo.json` file.

Recommended Action: Perform the following as appropriate:

For NBCA:

- Make sure the reissue token that is generated for the same host is used for the fetching certificate.
- If the reissue token is correct, then delete the particular entry that caused the issue and fetch the certificates from that primary server again.
- Refer to the section *About reissuing host ID-based certificates* in the NetBackup Security and Encryption Guide for more details.

For ECA:

- This problem may be reported if the certificate used for enrollment is already enrolled with some other host. Verify that the certificate that is used for enrollment is associated with the current host. Find and delete the particular entry that caused the issue and enroll the certificate again.

- Refer to the section *About external CA support in NetBackup* in the NetBackup Security and Encryption Guide for more details.

Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9251

Message: Host IDs of the target and the source master servers do not match.

Explanation: The received host ID of the issuer does not match with the existing host ID present for that issuer in the `certmapinfo.json`.

Recommended Action: Manually delete the entry for the primary host ID causing the issue and perform the operation again.

Refer to the section *About external CA support in NetBackup* in the NetBackup Security and Encryption Guide for more details.

If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9252

Message: Either the source host ID or the target host ID is null.

Explanation: The host ID of the received `certinfo` or the existing `certinfo` present in `certmapinfo.json` file is empty.

Recommended Action: Manually delete the entry that has a null host ID causing the issue and perform the operation again.

Refer to the section *About external CA support in NetBackup* in the NetBackup Security and Encryption Guide for more details.

If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9253

Message: Removing JSON array failed.

Explanation: The following can cause this issue:

- The entry does not exist in the `certmapinfo.json` file at the given index.
- The file write permission is revoked.

Recommended Action: Check the write file permission. If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9270

Message: Failed to retrieve credentials for SpanFS server.

Explanation: NetBackup encountered a failure when it attempted to retrieve an authorization token or a CA bundle for SpanFS server. This failure can occur while NetBackup retrieves a new or a renewed authorization token.

Among the reasons for failure are:

- The job that requires an authorization token is no longer in an active state.
- The peer that requested the authorization token is not associated with the given job.
- NetBackup encountered a failure when it tried to fetch the SpanFS authorization token or the CA bundle from `nbemm`.

Recommended Action: Review the `nbemm` logs from the primary server and the `bptm` logs from the media server for errors. Search the Cohesity Technical Support website to determine the source of those errors. For additional assistance, collect the `nbemm` and `bptm` logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9271

Message: Failed to retrieve trusted certificate for SpanFS server.

Explanation: This error occurs when NetBackup cannot retrieve the trusted certificate from the SpanFS server during configuration or SpanFS credentials updates. This prevents the establishment of a secure connection between NetBackup and the SpanFS server.

Possible reason of the failure is that NetBackup could not parse the certificate because of invalid certificate format, corrupted certificate, missing or incomplete certificate details.

Recommended Action: If the automatic trust certificate retrieval fails, configure or update the SpanFS server manually, using REST API or `tpconfig` command.

To configure or update the SpanFS server, SpanFS CA certificate is required.

Refer to article to retrieve the SpanFS CA certificate:

Using REST API

To configure SpanFS server, use the `POST API '/netbackup/storage/storage-server'` endpoint.

To update SpanFS server credentials, use the `PATCH API '/netbackup/storage/storage-server'` endpoint.

Using tpconfig CLI

To configure SpanFS server

1. Create a storage server of type SpanFS using the fully qualified domain name (FQDN) of the cluster.

   ```
   /usr/openv/netbackup/bin/admincmd/nbdevconfig -creatests
   -storage_server cluster_FQDN -stype SpanFS -media_server
   media_server
   ```

2. Add credentials for the SpanFS server.

   ```
   /usr/openv/volmgr/bin/tpconfig -add -storage_server server_name
   -stype SpanFS -sts_user_id user_ID [-password password] [-st
   storage_type] [-ca_file_path SpanFS_CA_certificate_path]
   ```

To update SpanFS server credentials

- ```
  /usr/openv/volmgr/bin/tpconfig -update -storage_server server_name
  -stype SpanFS -sts_user_id user_ID [ password password] [
  -ca_file_path SpanFS_CA_certificate_path]
  ```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9300

Message: Failed to encode the certificate revocation list (CRL).

Explanation: NetBackup encountered an OpenSSL issue when it attempted to encode a CRL into PEM or DER.
  ```

Recommended Action: Do the following, as appropriate:

- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).
- On all of the hosts involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- Ensure that you use the NetBackup SSL libraries.
- Contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9301

Message: Failed to decode the certificate revocation list (CRL).

Explanation: This error can be due to the following reasons:

- The PEM- or DER-encoded CRL is malformed or empty.
- The master server returned an invalid CRL when the host tried to fetch the CRL via an HTTP request.
- NetBackup encountered an OpenSSL issue when it attempted to decode a PEM- or a DER-encoded CRL.

Recommended Action: Do the following, as appropriate:

- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).
- On all hosts involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- Run the following command to get a new CRL for the corresponding domain:
  `./nbcertcmd -getCrl [-server` *`master server name`*`]`

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9302

Message: Attempted to replace the certificate revocation list (CRL) with an older version.

Explanation: NetBackup attempted to write a CRL that is older than the existing CRL.

Recommended Action: Do the following, as appropriate:

- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- On all of the hosts involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9303

Message: The web service request to fetch the certificate revocation list (CRL) failed.

Explanation: This error can be due to the following reasons:

- The HTTP request to get the CRL did not return a success (200) status code.
- The HTTP request timed out.

Recommended Action: Do the following, as appropriate:

- On the host where the error occurred, examine the legacy logs for `nbcertcmd`.
- On the master server, examine the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).
- Ensure the following:
  - The master server is online.
  - The web service (`nbwmc`) is online.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9304

Message: The HTTP request is not complete; it should be checked again later.

Explanation: The HTTP request to fetch the CRL or the security level is not complete; it should be checked again later.

Recommended Action: Examine the legacy logs for `nbcertcmd` and the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9305

Message: An attempt to refresh the certificate revocation list (CRL) and security level was partially successful.

Explanation: When `nbcertcmd` tries to refresh CRL, it performs the following steps:

1. Send the HTTP request to fetch the CRL.
2. Deploy the CRL.
3. Send the HTTP request to fetch the security level.
4. Deploy the security level.

This error can be due to the following reasons during this operation:

- The host fetched the CRL, but failed to deploy the CRL or failed to fetch or deploy the security level.
- The host fetched the security level but failed to deploy the security level or failed to fetch or deploy the CRL.

Recommended Action: Do the following, as appropriate:

- Examine the legacy logs for `nbcertcmd`.
- Ensure that the HTTP request to fetch the CRL and the security level was successful. On the NetBackup server, examine the unified logs for `nbwebservice` (OID 466 and 484) for HTTP request failures.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9306

Message: The HTTP request for fetching the security level failed.

Explanation: This error can be due to the following reasons:

- The HTTP request to get the security level did not return a success (200) status code.
- The HTTP request timed out.
- The HTTP request failed due to an unknown reason.

Note: This error code is returned only if the HTTP request fails for all of the servers.

Recommended Action: Do the following, as appropriate:

- Examine the legacy logs for `nbcertcmd` and the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484).
- Ensure the following:
  - The master server is online.
  - The web service (`nbwmc`) is online.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9307

Message: The HTTP request to fetch the CRL failed. The reason for the failure is unknown.

Explanation: This error code is returned when the reason for the CRL HTTP request failure is unknown.

Recommended Action: Examine the legacy logs on the NetBackup host for `nbcertcmd`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9308

Message: Failed to read the certificate revocation list (CRL).

Explanation: The CRL is not present or there was an issue reading it.

Recommended Action: Do the following, as appropriate:

- If NetBackup CA-signed certificate is used for communication: On all the hosts that are involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- Examine the legacy logs for `nbcertcmd`.
- For a Windows server, verify that the following directories exist:
  `install_path``\NetBackup\var\vxss\crl`
  For a clustered master server:
  `install_path``\NetBackup\var\global\vxss\crl`
- For a UNIX server, verify that the following directories exist:
  `/usr/openv/var/vxss/crl`
  For a clustered master server:
  `/usr/openv/var/global/vxss/crl`

- For a Windows server, verify in the `certmapinfo.json` files that the `crlPath` values point to a valid path for the CRL:
  install_path\NetBackup\var\vxss\certmapinfo.json
  For a clustered master server:
  install_path\NetBackup\var\global\vxss\certmapinfo.json
- For a UNIX server, verify in the `certmapinfo.json` files that the `crlPath` values point to a valid path for the CRL:
  /usr/openv/var/vxss/certmapinfo.json
  For a clustered master server:
  /usr/openv/var/global/vxss/certmapinfo.json
- Run the following command for the master server:
  ./nbcertcmd -getCRL -server *master_server_name*

If external CA-signed certificate is used for communication:

- On all hosts that are involved in the communication, examine the unified logs for `nbpxyhelper` (OID 486).
- Examine the legacy logs for `nbcertcmd`.
- For a Windows server, verify that the following directories exist:

  install_path\NetBackup\var\vxss\crl

- For a UNIX server, verify that the following directories exist:

  /usr/openv/var/vxss/crl

- Verify if above directory contains all the required valid CRLs (as per `ECA_CRL_CHECK` setting).

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9309

Message: Failed to write the certificate revocation list (CRL).

Explanation: There was an issue writing the CRL file.

Recommended Action: Do the following, as appropriate:

- Examine the unified logs on the NetBackup server for `nbwebservice` (OID 466 and 484) and the legacy logs for `nbcertcmd`.
- For a Windows server, verify that the following directories exist:
  install_path\NetBackup\var\vxss\crl

For a clustered master server:

install_path\NetBackup\var\global\vxss\crl

- For a UNIX server, verify that the following directories exist:

  /usr/openv/var/vxss/crl

  For a clustered master server:

  /usr/openv/var/global/vxss/crl

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9310

Message: The CRL for the specified issuer cannot be found in the CRL cache.

Explanation: CRL for the specified issuer is not available in the CRL cache.

Recommended Action: Provide the SHA-1 hash of the correct CRL issuer that you want to clean up from the CRL cache. The path for the CRL cache is: /usr/openv/var/vxss/crl.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9311

Message: Failed to clean up the CRL for the specified issuer from the CRL cache.

Explanation: The required CRL cannot be cleaned up from the CRL cache.

Recommended Action: Another process may have locked the CRL file. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9312

Message: Failed to clean up the expired CRLs from the CRL cache.

Explanation: The expired CRLs cannot be cleaned up from the CRL cache.

Recommended Action: Another process may have locked the CRL files. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9313

Message: Failed to clean up some of the expired CRLs from the CRL cache.

Explanation: Some of the expired CRLs cannot be cleaned up.

Recommended Action: Another process may have locked the CRL files. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9314

Message: The CRL is expired.

Explanation: The source CRL copy is expired.

Recommended Action: Provide the CRLs that are not expired.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9315

Message: Failed to update some of the CRLs in the CRL cache.

Explanation: The failure may be because of one of the reasons:

- CRLs are expired.
- CRLs use a format that is not valid - the format is something other than `.PEM` and `.DER`.
- CRLs are older than the cached copy.

Recommended Action: Ensure the following:

- CRLs are not expired.
- CRLs use a valid format.
- CRLs are updated then the cached copy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9316

Message: Failed to update the CRLs in the CRL cache.

Explanation: The failure may be because of one of the reasons:

- CRLs are expired.
- CRLs use a format that is not valid - the format is something other than `.PEM` and `.DER`.
- CRLs are older than the source copy.

Recommended Action: Ensure the following:

- CRLs are not expired.
- CRLs use a valid format.
- CRLs are updated then the cached copy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9317

Message: The CRL check is disabled.

Explanation: The `ECA_CRL_CHECK` configuration option in the NetBackup configuration file (`bp.conf` on UNIX or Windows registry) is set to `DISABLE`.

Recommended Action: Ensure that the `ECA_CRL_CHECK` configuration option is set to `LEAF` or `CHAIN`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9318

Message: The certificate is revoked.

Explanation: The certificate is revoked.

Recommended Action: If the certificate is not revoked and you still see this error, check if the CRL is updated in the CRL cache. If the problem persists, contact your security administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9319

Message: The certificate is not revoked.

Explanation: The certificate is not revoked.

Recommended Action: If the certificate is revoked and you still see this message, check if the CRL is updated in the CRL cache. If the problem persists, contact your security administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9324

Message: The CRL cache cannot be updated. The `ECA_CRL_PATH` configuration option is not set to a valid CRL directory path.

Explanation: The `ECA_CRL_PATH` configuration option is not set to a valid CRL directory path.

Recommended Action: Specify the correct directory path for the `ECA_CRL_PATH` configuration option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9325

Message: The CRL cache cannot be updated. CRLs are not available in the directory that is set for the `ECA_CRL_PATH` configuration option.

Explanation: CRLs are not available in the directory that is set for the `ECA_CRL_PATH` configuration option.

Recommended Action: Specify a valid CRL directory path that contains valid CRL files for the `ECA_CRL_PATH` configuration option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9326

Message: The CRL is delta CRL.

Explanation: The CRL that is present on the ECA_CRL_PATH or the CRL distribution point (CDP) is a delta CRL.

Recommended Action: NetBackup does not support delta CRLs. You should specify a full CRL for the ECA_CRL_PATH or for the CDP.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9327

Message: Unable to retrieve CRL for the certificate.

Explanation: The CRL of the certificate cannot be found.

Recommended Action: Perform the following:

- Check if the CRL exists in the CRL cache for the certificate issuer based on the `ECA_CRL_CHECK` configuration option (`CHAIN` or `LEAF`). If the CRL does not exist in the cache, do the following:
  - If the `ECA_CRL_PATH` configuration option is configured, run the `nbcertcmd -updatecrlcache` command.
  - If CDP is enabled, check the `bpclntcmd crldownloader` logs.

Refer to See "NetBackup status code: 5982" on page 773. for more troubleshooting information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9328

Message: Unable to decrypt the CRL signature.

Explanation: The actual CRL signature value cannot be determined.

Recommended Action: Perform the following:

- For file-based certificates:
  - Use the `openssl verify` command to check the certificate against the CRL.
- For Windows certificate store:
  - Export the certificate and run the `openssl verify` or the `certUtil` command.
- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, contact Cohesity NetBackup support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9329

Message: CRL signature failure.

Explanation: The signature of the CRL is invalid.

Recommended Action: Perform the following:

- For file-based certificates:
  - Use the `openssl verify` command to check the certificate against the CRL.
- For Windows certificate store:
  - Export the certificate and run the `openssl verify` or the `certUtil` command.
- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, contact Cohesity NetBackup support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9330

Message: The CRL is not yet valid.

Explanation: The last update time of the CRL is later than the current time.

Recommended Action: Check your system time or provide a valid CRL.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9331

Message: The CRL last update date is not in a valid format.

Explanation: The CRL last update field contains invalid time.

Recommended Action: Check the CRL using the `openssl` command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9332

Message: The CRL next update date is not in a valid format.

Explanation: The CRL next update field contains invalid time.

Recommended Action: Check the CRL using the `openssl` command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9333

Message: Unable to retrieve the CRL issuer certificate.

Explanation: The CRL issuer certificate cannot be found during CRL verification.

Recommended Action: Perform the following:

- For file-based certificates:
  - Use the `openssl verify` command to check the certificate against the CRL.
- For Windows certificate store:
  - Export the certificate and run the `openssl verify` or the `certUtil` command.
- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, contact Cohesity NetBackup support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9334

Message: Key usage does not include CRL signing.

Explanation: The `key usage` field of the private key indicates that the CRL should not be signed using the private key.

Recommended Action: Perform the following:

- For file-based certificates:
  - Use the `openssl verify` command to check the certificate against the CRL.
- For Windows certificate store:
  - Export the certificate and run the `openssl verify` or the `certUtil` command.
- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, contact Cohesity NetBackup support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9335

Message: Critical CRL extension is not valid.

Explanation: Some critical extensions in the CRL are not present or valid.

Recommended Action: Check the CRL using the `openssl` command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9336

Message: The CRL scope is different, it should cover all revocation reasons.

Explanation: The expected CRL reason and the `ALL reason` fields are not present in the CRL.

Recommended Action: Check the CRL using the `openssl` command or contact your Security Administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9337

Message: CRL path validation error.

Explanation: Verification of the CRL path caused an error.

Recommended Action: Perform the following:

- For file-based certificates:
  - Use the `openssl verify` command to check the certificate against the CRL.
- For Windows certificate store:
  - Export the certificate and run the `openssl verify` or the `certUtil` command.
- If the verification fails, refer to the OpenSSL documents or contact your Security Administrator.
- If the verification is successful but the problem persists, contact Cohesity NetBackup support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9338

Message: The CRL on the server is expired.

Explanation: The CRL for the issuer of the client certificate, which is present on the server is expired.

Recommended Action: Provide a valid CRL for the issuer of the client certificate.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9339

Message: The CRL is not available on the server.

Explanation: The CRL for the issuer of the client certificate is not available on the server.

Recommended Action: Provide a valid CRL for the issuer of the client certificate on the server host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9340

Message: CRL server internal error.

Explanation: A CRL error has occurred on the server side.

Recommended Action: Check the CRL configuration on the server or refer to the *About certificate revocation lists for external CA* section in the NetBackup Security and Encryption Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9350

Message: The API key is not valid.

Explanation: The API key that you want to use for accessing NetBackup RESTful APIs maybe corrupt or expired or it may not exist.

Recommended Action: Use a valid API key to access NetBackup APIs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9351

Message: The API key cannot be generated.

Explanation: The API key cannot be generated.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9352

Message: An unexpected API key error occurred.

Explanation: An unexpected error has occurred during the creation or updating of the API key.

Recommended Action: Contact Cohesity Technical Support for assistance.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9353

Message: An API key for the given user already exists.

Explanation: The API key for the given user already exists.

Recommended Action: Delete the existing API key for the user and recreate an API key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9354

Message: The specified API key does not exist.

Explanation: The specified API key cannot be accessed or updated because it does not exist.

Recommended Action: Ensure the following:

- The specified API key is not deleted.
- The specified API key tag is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9355

Message: The API key has expired.

Explanation: The specified API key cannot be updated as it has expired.

Recommended Action: Perform the following actions:

- Delete the expired API key.
- Create a new API key for the given user.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9356

Message: The API key tag in the URL should match the ID from the payload.

Explanation: The API key tag in the URL is different than the ID that is provided in the payload.

Recommended Action: Provide the API key tag that is same as the ID in the payload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9357

Message: The API key expiration date must not be later than `9999-12-31 23:59:59 +00:00`.

Explanation: The API key expiration date must not be later than `9999-12-31 23:59:59 +00:00`.

Recommended Action: Provide a valid expiration date for the API key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9380

Message: The multiperson authorization request or the data that is sent is not valid.

Explanation: The attempt to run the multiperson authorization request failed. The request or data is not valid.

Recommended Action: Perform the following as appropriate:

Retry the operation with valid request and data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9381

Message: The multiperson authorization request cannot be processed.

Explanation: The NetBackup multiperson authorization APIs can report this error when an unexpected internal error occurs in processing the request.

Recommended Action: Perform the following as appropriate:

- Check the NetBackup Problems report for additional information about the error.
- Increase the logging level. Retry the operation and check the resulting debug logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9382

Message: The operation has failed because it is configured for multiperson authorization.

Explanation: If the multiperson authorization is enabled for the operation on the primary server, then that operation is allowed only using the web UI, APIs, or the `nbcmdrun` command. If a user tries to perform the operation using the NetBackup Administration Console or a command other than the `nbcmdrun` command, then the user sees this error.

Recommended Action: Perform the following as appropriate:

- Perform the operation using NetBackup web UI.
- Use the `nbcmdrun` command. See the *NetBackup Commands Reference Guide* for more information about the `nbcmdrun` command.
- Contact the NetBackup Security Administrator to exempt from multiperson authorization.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9383

Message: The date is not within the allowed range that is between 01/01/1970 and the current date.

Explanation: The date must be between 01/01/1970 and the current date at the time of execution of API `/security/mpa-tickets/report`.

Recommended Action: Perform the following as appropriate:

Specify a valid date that is between 01/01/1970 and the current date.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9384

Message: The multiperson authorization ticket with the given ID cannot be found.

Explanation: The specified ticket ID may not be valid.

Recommended Action: Perform the following as appropriate:

Specify a valid ticket ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9385

Message: The current state of the multiperson authorization ticket is not valid.

Explanation: The multiperson authorization ticket cannot be updated, because its current state is not valid.

Recommended Action: Perform the following as appropriate:

Check the current state of the multiperson ticket and take corrective actions before you invoke the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9386

Message: You do not have the permissions to update the multiperson authorization ticket.

Explanation: If you are not the requestor or the approver of the ticket, you cannot update the ticket or add a comment.

Recommended Action: Perform the following as appropriate:

Contact the NetBackup Administrator for the required permissions.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9387

Message: A multiperson authorization ticket is created for the given operation.

Explanation: If multiperson authorization is enabled on the primary server for an operation, a ticket is generated that requires approval by a NetBackup multiperson authorization approver.

Recommended Action: Perform the following as appropriate:

- Use the NetBackup web UI to verify whether the associated multiperson authorization ticket is approved or not. Contact your NetBackup administrator or the NetBackup multiperson authorization approver to get your ticket approved.
- To prevent ticket generation for the associated user, contact the NetBackup Security Administrator to exempt the user from the multiperson authorization process.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9388

Message: The maximum limit of the images to be expired is reached.

Explanation: When multiperson authorization (MPA) is enabled, the user can expire a maximum 30000 images at a time using the `-bidfile` option for the `bpexpdate` command.

Recommended Action: Split the `bidfile` into multiple files such that each file does not contain more than 30000 entries.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9389

Message: The operation has failed because there is a pending ticket for the same entity.

Explanation: The operation has failed because of a multiperson authorization ticket already exists in **PENDING** state for the same object. Only one non-READ action on an entity, such as create, update, or delete, is allowed at a time. Since a request was previously made for the same entity, a multiperson authorization ticket was created and it is in **PENDING** state.

Recommended Action: Make sure that the current request is resolved before you request another operation on the same entity.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9391

Message: You do not have the permissions to view the multiperson authorization ticket.

Explanation: The requester does not have appropriate RBAC permission to fetch the multiperson authorization ticket information which was not created on the behalf of action of the requester.

Recommended Action: Make sure that the requester has appropriate RBAC permissions to fetch the multiperson authorization ticket information which was created on the behalf of action of other user.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9392

Message: The authorization data that is associated with this multiperson authorization ticket cannot be verified.

Explanation: NetBackup CA migration is initiated after the multiperson authorization ticket is created. Therefore the authorization data cannot be verified and is no longer valid.

Recommended Action: Perform the required operation again so that a new multiperson authorization ticket is created with valid authorization data.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9400

Message: The OData json is malformed.

Explanation: This message represents an internal error.

Recommended Action: Please submit a bug report with the appropriate NetBackup logs, including the logs for the process where the error was encountered and the web service logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9401

Message: The OData filter criteria is invalid.

Explanation: This error is returned when the OData filter cannot be parsed.

Recommended Action: Use a valid OData filter.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9402

Message: An OData operator is not supported.

Explanation: The OData operator that was used in the OData filter is not supported.

Recommended Action: Use a valid OData operator in the OData filter. For OData support details, see the following article:

https://support.cohesity.com/s/article/article-100043320

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9403

Message: An OData entity data model (EDM) type is not supported.

Explanation: The OData entity model (EDM) type that was used in the OData filter is not supported.

Recommended Action: Use a supported OData entity model (EDM) type in the OData filter. See the following article:

https://support.cohesity.com/s/article/article-100043320

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9404

Message: An operand for an OData operator or method is invalid.

Explanation: The operand that was specified in the OData filter is invalid.

Recommended Action: Use a valid operand in the OData filter.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9405

Message: An OData method is not supported.

Explanation: The method that was specified in the OData filter is not supported.

Recommended Action: Use a supported method in the OData filter. See the following article:

https://support.cohesity.com/s/article/article-100043320

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9480

Message: The user profile with the given ID cannot be found.

Explanation: The request has failed to fetch user profile information for a specified ID, cannot be found.

Recommended Action: Make sure the correct ID is specified when you use the RESTful API.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9481

Message: The user profile request cannot be processed.

Explanation: The user profile request cannot be processed because of an internal error.

Recommended Action: Collect the web service logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9482

Message: The user does not have permission to access the user profile with specified ID.

Explanation: The requester does not have the necessary RBAC permission to fetch the user profile information for the specified ID. The specified ID belongs to other user.

Recommended Action: Make sure that the requester has the necessary RBAC permissions to fetch the user profile information of other users.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9483

Message: The user does not have permission to update the user profile with specified ID.

Explanation: The requester does not have the necessary RBAC permission to update user profile information for a specified ID. The specified ID belongs to other user.

Recommended Action: Make sure that the requester has the necessary RBAC permissions to update the user profile information of other users.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9484

Message: The user profile ID specified in request URL and payload does not match.

Explanation: The request to update the user profile information for a specified ID has incorrectly specified the ID in either the request URL or the body.

Recommended Action: Specify the same ID in the request URL and body when you use the API to update the profile of a user with the specified ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9490

Message: Failed to list the AD or the LDAP servers.

Explanation: Unable to list the AD servers or the LDAP servers due to an internal error.

Recommended Action: Retry the operation and review the logs in the following directory for more details.

On Windows: `install_path\NetBackup\logs\nbatd`

On UNIX: `/usr/openv/logs/nbatd`

For more information, refer to the NetBackup Security and Encryption Guide. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9491

Message: Failed to add the AD or the LDAP server.

Explanation: Unable to add the AD server or the LDAP server due to an internal error.

Recommended Action: Retry the operation and review the logs in the following directory for more details.

On Windows: `install_path\NetBackup\logs\nbatd`

On UNIX: `/usr/openv/logs/nbatd`

For more information, refer to the NetBackup Security and Encryption Guide. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9492

Message: Failed to delete the AD or the LDAP server.

Explanation: Unable to delete the AD server or the LDAP server due to an internal error.

Recommended Action: Retry the operation and review the logs in the following directory for more details.

On Windows: `install_path\NetBackup\logs\nbatd`

On UNIX: `/usr/openv/logs/nbatd`

For more information, refer to the NetBackup Security and Encryption Guide. If the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9509

Message: Failed to create email body using the template.

Explanation: The email that is related to multiperson authorization failed to send because of an internal error.

Recommended Action: Collect the web service logs and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9550

Message: Retry attempts were exhausted for NetBackup OpenStack VM.

Explanation: The retry attempts were exhausted for NetBackup to NBOSVM communication.

Recommended Action: Perform the following as appropriate:

- Ensure the proper connectivity between the NetBackup host and NBOSVM server.
- Ensure that the required ports on NBOSVM are open and accessible to the NetBackup hosts.
- Ensure that the NBOSVM server is registered properly with NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9551

Message: An internal server error has occurred during NetBackup OpenStack VM operation.

Explanation: NetBackup for OpenStack VM internal server error.

Recommended Action: Perform the following as appropriate:

- See the detailed error message on the NetBackup activity monitor.
- Check the status of the following services on all NBOSVM nodes:
  - `nbosjm-policies`
  - `nbosjm-api`
  - `nbosjm-scheduler`
  - `nbosjm-cron`

- See the `nbosjm` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9552

Message: NetBackup OpenStack VM authentication failed.

Explanation: The NetBackup request to NBOSVM failed due to an authentication issue.

Recommended Action: Perform the following as appropriate:

- Ensure that the NBOSVM server is registered properly with NetBackup.
- See the detailed error message on the NetBackup activity monitor.
- See the `nbosjm` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9553

Message: NetBackup OpenStack VM backup API failed.

Explanation: This error occurs when the data movement operation of the OpenStack VM snapshot or disks to the NetBackup universal share fails.

Recommended Action: Perform the following as appropriate:

- See the detailed error message on the NetBackup activity monitor.
- Ensure that the sufficient disk space is available on the target MSDP server and universal share host.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9554

Message: Invalid snapshot metadata.

Explanation: The NetBackup for OpenStack VM Snapshot API returned an invalid snapshot metadata response.

Recommended Action: Perform the following as appropriate:

See the `nbosjm` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9555

Message: Failed to generate the NetBackup state file.

Explanation: Error in generating the *NBUDataXml/VMObjInfoXml* file for NetBackup for OpenStack.

Recommended Action: Perform the following as appropriate:

- See the detailed error message on the NetBackup activity monitor.
- See the `ncfnbcs` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9556

Message: Failed to fetch the snapshot ID.

Explanation: Error in fetching the OpenStack instance snapshot ID from the `NBUDataXml` state file.

Recommended Action: Perform the following as appropriate:

See the `ncfnbcs` logs for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9600

Message: Unable to delete Asset group

Explanation: The asset group cannot be deleted because it belongs to one or more protection plans.

Recommended Action: Remove the asset group from any protection plan to which it belongs. Then, retry to delete the asset group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9616

Message: The migration process is in progress. The provided data may be inconsistent and incomplete.

Explanation: The migration process is in progress, and the provided data may be inconsistent and incomplete.

Recommended Action: The migration process may take some time. Wait for migration to complete, then try the action again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9700

Message: Unable to create subscription. The asset is covered by the same protection plan.

Explanation: A subscription to the protection plan exists for the given asset. Cannot re-subscribe an asset to the same protection plan.

Recommended Action: Subscribe the same asset to different protection plan. Ensure that the asset ID specified is correct or verify that the protection plan ID is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9701

Message: Cannot complete the operation because the protection plan currently protects an asset.

Explanation: Occurs when an attempt is made to update or delete a protection plan which contains assets.

Recommended Action: Unsubscribe all the assets that are subscribed to this protection plan and try again. Also, ensure that the asset ID specified is correct or verify that the protection plan ID is correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9702

Message: The schedule retention is smaller than or equal to the schedule frequency. This schedule issue may cause some data to be unprotected.

Explanation: To avoid any unprotected data, the schedule retention must be greater than the schedule frequency.

Recommended Action: Edit the schedules in the protection plan to have retention greater than the frequency. Then, retry creating the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9703

Message: The schedule must have a backup window and no overlap is allowed.

Explanation: All of the schedules in the protection plan must have the same backup windows. There must not be any time overlaps in the backup window.

Recommended Action: Ensure that each schedule has the same backup window and make corrections if there are any overlaps. Then, retry the protection plan creation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9704

Message: The duplication retention period must be greater than the schedule frequency.

Explanation: To avoid any unprotected data, the retention for the duplicated (or long-term retention) copy must be greater than the frequency of the schedule.

Recommended Action: Edit the schedule with duplication to have retention greater than the schedule frequency. Then, retry creating the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9705

Message: The `PATCH` request can only be used to update the description or the storage details of the protection plan.

Explanation: The `PATCH` request does not allow updates of the frequency, retention, or backup window for the protection plan.

Recommended Action: Ensure that the `PATCH` request only has an update of the description or the storage details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9706

Message: A protection plan already exists with the same name.

Explanation: The name of the protection plan is already in use.

Recommended Action: The name of the protection plan should be unique and cannot be repeated. Retry the operation using a different name for the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9708

Message: A schedule must specify a backup storage and a duplication storage option. Replication must have a target master server and a target SLP. All storage options must be the same for all schedules.

Explanation: A mismatch occurred between the operations (LTR, replication, backup, and snapshot storage) specified in the protection plan schedules and the protection plan storage options.

Recommended Action: Ensure consistency between all of the schedules with respect to the storage options.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9709

Message: Protection plan for snapshot storage must not have any duplication, replication, or storage options.

Explanation: A protection plan for snapshot storage (like Snapshot Manager) does not need any NetBackup storage units. It also does not support replication and duplication.

Recommended Action: Create a protection plan without duplication, replication, and storage options for snapshot storage.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9710

Message: Tape is not a supported storage option in a protection plan.

Explanation: Tape is not a supported storage option in a protection plan.

Recommended Action: Create a protection plan with a supported storage type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9711

Message: Basic disk is not supported as part of SLP configuration.

Explanation: Basic disk is not supported as part of an SLP or protection plan configuration.

Recommended Action: Create a protection plan with a supported storage type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9712

Message: The update or create process did not complete. Invalid workload type.

Explanation: An invalid workload type is specified and updating or creating the protection plan has failed.

Recommended Action: Set the correct workload type and try to update or create the protection plan again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9713

Message: Unable to create subscription. Schedule list is missing.

Explanation: Failed to read the schedule information from the protection plan.

Recommended Action: Ensure that the protection plan is created with schedules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9714

Message: Unable to create subscription. Asset validation failed.

Explanation: The `GET` request for a subscription has failed due to an invalid asset ID, group ID, or insufficient permissions.

Recommended Action: Ensure that the group or the asset that was subscribed to that protection plan exists. Verify the proper permissions for the asset or the group.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9715

Message: Could not find asset or asset group details for the given ID.

Explanation: The given asset or asset group ID is invalid.

Recommended Action: Provide a valid asset or asset group ID and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9716

Message: Unable to create subscription. Cloud Asset provider generated ID is invalid.

Explanation: Provider generated ID that is specified in cloud asset is invalid.

Recommended Action: Provide a valid cloud asset and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9717

Message: Unable to create subscription. No instance UUID found for the asset.

Explanation: Instance UUID in the asset is invalid.

Recommended Action: Provide a valid instance UUID for the asset and retry the process.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9718

Message: Unable to create subscription. Invalid selection type specified.

Explanation: An invalid selection type was specified. The `subscriptionCreate` request did not complete successfully because the asset group is not supported for Cloud storage.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9719

Message: The replication retention period must be greater than the schedule frequency.

Explanation: To avoid any unprotected data, the retention for the replicated (or long-term retention) copy must be greater than the frequency of schedule.

Recommended Action: Edit the schedule with replication to have retention greater than schedule frequency. Then, retry creating the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9720

Message: Cannot add or delete a schedule protection plan. Also, each schedule must specify storage attributes.

Explanation: The request does not contain one of the following:

- The same number of schedules as the existing protection plan.
- The storage units for the required operation (backup, replication, LTR).

Recommended Action: Verify whether valid storage units are included for each of the selected operations (backup, replication, LTR). Adjust the protection plan storage options to include valid options for backup, replication, and LTR.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9722

Message: ID must be same in the request URL and the body.

Explanation: Update a protection plan requires same protection plan ID in URL and body.

Recommended Action: Verify that you use the same protection ID in URL and the body.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9723

Message: Cannot subscribe VMware asset to snapshot storage protection plan or cloud asset to non-snapshot storage protection plan.

Explanation: The asset cannot be subscribed to the given protection plan.

Recommended Action: Subscribe VMware asset to a non-snapshot storage protection plan or subscribe a cloud asset to a snapshot storage (cloud) protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9724

Message: Unable to find the protection plan for the given ID.

Explanation: The protection plan ID is invalid or there is no protection plan with that ID.

Recommended Action: Review the protection plan ID and provide a valid protection plan ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9725

Message: The protection plan does not support the SLP operation that the policy uses.

Explanation: Failed to convert policy to protection plan because protection plan does not support an SLP operation that is specified in policy.

Recommended Action: Use supported SLP operation in policy.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9726

Message: The protection plan does not support multiple copies within a schedule.

Explanation: Failed to convert policy to protection plan because protection plan does not support multiple copies within a schedule.

Recommended Action: Use single copy in policy schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9731

Message: Unable to find subscription for given ID.

Explanation: The protection plan ID that is specified is invalid, unable to find the subscription.

Recommended Action: Specify a valid protection plan ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9732

Message: The cloud snapshot replication retention period must be greater than the schedule frequency.

Explanation: The retention period that is specified in cloud snapshot replication is less than the frequency that is specified in schedule.

Recommended Action: Adjust the cloud snapshot replication retention period or adjust the frequency in the schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9733

Message: Multi-target cloud snapshot replication is not supported.

Explanation: Cloud replication supports a single replication target. Multiple, different replication targets are not allowed.

Recommended Action: Use the same replication target that is set for cloud replication.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9734

Message: The cloud replication is not compatible with specified workload type.

Explanation: Cloud replication is only compatible with cloud workload type.

Recommended Action: Set cloud as workload type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9735

Message: The assets must be the same workload type to add them to an existing protection plan.

Explanation: A protection plan can only protect assets or asset groups with the same workload type.

Recommended Action: Subscribe the asset or the asset group to a protection plan with the matching workload type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9736

Message: Frequency must be specified for frequency-based schedules and `includeDates` must be specified for calendar-based schedules. These fields cannot be specified simultaneously.

Explanation: A protection plan schedule is either a frequency-based schedule, or a calendar-based schedule. The `frequencySeconds` attribute should be used for frequency-based schedules. The `includeDates` attribute should be used for calendar-based schedules.

Recommended Action: Specify exactly one of `frequencySeconds` or `includeDates` attribute when you create or modify a protection plan or subscription.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9737

Message: Schedule type must be specified for calendar-based schedules.

Explanation: Protection plan calendar-based schedules must explicitly specify the schedule type (Example: `FULL`, `DIFFERENTIAL_INCREMENTAL`, `CUMULATIVE_INCREMENTAL`, and `TRANSACTION_LOG`). Frequency-based schedules can omit the schedule type, but it is not possible for calendar schedules.

Recommended Action: Specify the schedule type (appropriate for the workload) for the calendar-based schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9738

Message: Subscription edit is not allowed for Cloud workload type.

Explanation: It is not possible to customize subscriptions for protection plans with `Cloud` workload type because `Cloud` protection plans share a NetBackup policy for all subscriptions.

Recommended Action: Set the `allowSubscriptionEdit` attribute to `false` for a protection plan with `workloadTypeCloud`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9739

Message: `PUT` protection plan or subscription must provide the same inputs as `POST`. Both schedules and policy attributes must be supplied.

Explanation: `PUT` modifies a protection plan or a subscription. All required fields must be supplied, including `schedules` and `policyDefinition`.

Recommended Action: Supply all required fields for `PUT /servicecatalog/slos/{sloId}/subscriptions/{subId}` or `PUT /servicecatalog/slos/{sloId}`. The `schedules` and `policyDefinition` are required fields.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9740

Message: The upgrade of this protection plan to NetBackup 8.2 or later produced a failure.

Explanation: NetBackup 8.2 protection plans have the following differences between previous versions:

- The `WorkloadType` field is now required for all protection plans.
- NetBackup policy attributes can now be specified when a protection plan is defined.
- NetBackup schedule types (for example: **Full** or **Differential incremental**) can now be specified when a protection plan is defined.
- Asset-specific customization can now be specified when you subscribe an asset to a protection plan.

Recommended Action: Creating or deleting a subscription does not work until the protection plan has been converted from an 8.2.1 protection plan. Normally, this conversion happens automatically. Wait for a few minutes, then retry the operation. If the conversion is not successful, the process can be triggered immediately by retrieving the details of the protection plan by modifying the URL. Modify the URL in the NetBackup web UI to:

```
https://<master_server>:1556/webui/protection-plans/{sloId}
```

If the failure is due to an intermittent problem when NetBackup policies or storage lifecycle policies (SLPs) are created, a retry may succeed.

Otherwise, the old protection plan maybe unusable. In this case, existing subscribed asset protection is still active and backup jobs still run. Consider creating a new protection plan and migrating the subscriptions to this new protection plan. The definition of the old `ProtectionPlan` is persisted in the NetBackup database. Contact Cohesity Technical Support for assistance in retrieving the old protection plan definition.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9741

Message: The protection plan updates partially succeeded.

Explanation: Updating the storage units in the SLPs failed with a fatal error which can lead to inconsistencies among the SLPs used by a protection plan. Backups still run but may not go the correct storage.

Recommended Action: Verify with backup administrator to ensure that the jobs (created by SLPs) write to the correct storage unit. Run `GET PP API` to get the correct state. Retry the update operation with correct storage information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9743

Message: Multiple transaction log schedules found.

Explanation: Only one transaction log schedule is allowed.

Recommended Action: Retry the operation and if the issue persists, visit the Cohesity Technical Support website. The Cohesity Technical Support website offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9744

Message: The subscription contains one or more configuration entries that have not been delegated to this user.

Explanation: The error payload contains a set of disallowed configuration paths, which correspond to the subscription payload.

Recommended Action: Based on the contents of the error payload, identify the configuration entries that have not been delegated to the subscribing user. Remove those entries from the subscription payload, and retry the request. If the subscriber cannot use the protection plan without changes, they may request delegation of additional subscription customization capabilities on that protection plan. If none of the delegation rules contain the necessary attributes, an administrator with the `CREATE` operation on the `PROTECTION_PLAN` namespace must create a protection plan with appropriate protection customizations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9745

Message: A subscription cannot delete inherited protection plan schedules.

Explanation: Subscriptions may not delete the schedules that are inherited from a protection plan.

Recommended Action: When attempting to customize scheduling, ensure that all of the schedules from the protection plan are represented in the schedule payload. If not attempting to customize schedules, do not include the schedule section of the payload. If the subscriber cannot use the schedules that are inherited from the protection plan, an administrator with the `CREATE` operation on the `PROTECTION_PLAN` namespace must create a protection plan with appropriate schedules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9746

Message: A subscription cannot add schedules.

Explanation: Subscriptions may not add schedules to a protection plan.

Recommended Action: If the subscriber cannot use the schedules that are inherited from the protection plan, an administrator with the `CREATE` operation on the

PROTECTION_PLAN namespace must create a protection plan with appropriate schedules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9747

Message: At least one subscription schedule does not supply the scheduleName field that is required to identify the protection plan schedule being edited.

Explanation: Subscription schedule edits and overrides require that the scheduleName field from each schedule is supplied, to tie the edited schedule back to the inherited schedule from the protection plan

Recommended Action: Review the subscription schedule payload, and ensure that all scheduleName fields are populated with the name of the schedule to which the edit applies.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9748

Message: Cannot subscribe or backup Microsoft SQL Server availability group with the protection plan because of incorrect policy options.

Explanation: The **Availability database backup preference** option is not selected or, that option is selected in combination with the **Skip Availability Databases** option in the protection plan.

Recommended Action: Select the **Availability database backup preference** option in the protection plan. In combination with that option, you can select the **Protect primary replica** option or the **Protect preferred replica** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9749

Message: Cannot subscribe or backup Microsoft SQL Server availability group database with the protection plan because of incorrect policy options.

Explanation: The **Availability database backup preference** option and **Skip Availability Databases** option are both selected in the protection plan.

Recommended Action: In the protection plan, perform one of the following options:

- Clear the selection of the **Availability database backup preference** option.

- Select the **Availability database backup preference** option and the **Protect primary replica** option for the protection plan.
- Select the **Availability database backup preference** option and the **Protect preferred replica** option for the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9751

Message: The update or create process did not complete due to an invalid cloud provider type.

Explanation: An invalid cloud provider type is specified and updating or creating the protection plan has failed.

Recommended Action: Set the correct cloud provider type and try to update or create the protection plan again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9752

Message: The cloud assets must be the same cloud provider type to add them to an existing protection plan.

Explanation: A protection plan can only protect assets or asset groups with the same cloud provider type.

Recommended Action: Subscribe the asset or the asset group to a protection plan with the matching cloud provider type.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9760

Message: A protection plan that has enabled the disk exclusion option can only be applied to the cloud VM type assets.

Explanation: This issue happens when you try to apply a protection plan with disk exclusion option to an asset other than a VM (host type asset).

Recommended Action: Make sure that you apply a protection plan with disk exclusion option to the VM (host type) assets only.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9764

Message: Backup from snapshot operation is supported on the NetBackup media server 10.0 and later versions.

Explanation: During the creation of an SLO, a backup from snapshot operation is selected with a storage unit that is on a media server with a NetBackup version older than 10.0.

Recommended Action: To run the backup from snapshot, verify that the media server's latest version is 10.0 or newer. If the media server's version is older than 10.0, you must upgrade that media server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9765

Message: You can subscribe or back up only cloud PaaS assets using a protection plan with primary backup operation.

Explanation: A protection plan that is created for PaaS assets can only be subscribed to PaaS assets.

Recommended Action: Subscribe a PaaS protection plan only to PaaS assets.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9766

Message: Protection plan with backup storage is not supported with provided operations like replication, backup from snapshot, and cloud index.

Explanation: A protection plan with a backup storage unit, does not support operations like replication, backup from snapshot, and cloud index.

Recommended Action: Create a protection plan with a backup storage unit or with duplication enabled.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9767

Message: Schedules having no backup storage unit does not support provided policy attributes.

Explanation: A protection plan with no backup storage unit does not support PaaS-specific policy attributes like a staging storage path or a PaaS protection flag.

Recommended Action: A protection plan with a staging storage path PaaS protection flag must have backup storage configured in the schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9768

Message: Schedules having backup storage units must have PaaS protection enabled with an explicit staging storage path.

Explanation: Schedules having backup storage units must have PaaS protection enabled with an explicit staging storage path.

Recommended Action: Create a PaaS protection enabled protection plan by specifying a staging storage path and PaaS protection flag along with backup storage in the schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9769

Message: MSDP instant access enabled storage is the only supported storage option for a protection plan.

Explanation: A protection plan must have an MSDP storage with instant access enabled.

Recommended Action: Provide an MSDP storage with instant access enabled in the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9770

Message: Associate credentials with the asset or the parent asset to subscribe it to a PaaS protection plan.

Explanation: An asset or its parent must have credentials.

Recommended Action: Add credentials to the asset or its parent using **Credential management** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9771

Message: Cannot subscribe the PaaS assets with multi-byte characters in the display names to the protection plan because they are not supported on the primary servers running Windows.

Explanation: The primary server running on a Windows platform is unable to subscribe the PaaS assets with multi-byte or non-English characters in display names to a protection plan.

Recommended Action: The PaaS assets with multi-byte or non-English characters in the display name must be backed up and restored using a Linux primary server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9773

Message: The storage server version is not supported. Minimum supported version is 10.1.

Explanation: A storage server must have NetBackup version 10.1 or later.

Recommended Action: Select a storage server with NetBackup version 10.1 or later.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9778

Message: Cannot subscribe the PaaS asset to the protection plan that supports differential incremental backup.

Explanation: The selected PaaS asset does not support differential incremental backup.

Recommended Action: Verify that the DBPaaS asset supports differential incremental backup. If the DBPaaS asset does not, you must create a protection plan that does not have a differential incremental schedule type. Then subscribe the asset to the new protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9781

Message: Invalid policy attributes were provided for the OpenStack protection plan.

Explanation: OpenStack protection plan is configured with the invalid policy attributes.

Recommended Action: Perform the following as appropriate:

Configure the OpenStack protection plan with valid policy attributes.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9783

Message: Schedules that have the backup storage units configured are not supported for the OpenStack protection plan.

Explanation: The schedules that are configured in the OpenStack protection plan are not supported because they have the backup storage units configured.

Recommended Action: Perform the following as appropriate:

Configure the OpenStack protection plan with the schedules that do not have backup storage units.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9784

Message: Schedules that have the storage units configured must have the staging storage path and mount path.

Explanation: OpenStack protection plan is configured with the schedules that have storage units configured but do not have the staging storage path or mount path.

Recommended Action: Perform the following as appropriate:

OpenStack protection plan is configured with the schedules that have storage units configured but do not have the staging storage path or mount path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9785

Message: OpenStack protection is not supported for universal share with SMB protocol.

Explanation: OpenStack protection plan is configured with universal share with SMB protocol.

Recommended Action: Perform the following as appropriate:

Configure the OpenStack protection plan with the supported universal share only.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9786

Message: The provided staging path is not mounted on the selected backup storage.

Explanation: The staging path that was provided to create the OpenStack protection plan is not mounted on the selected backup storage.

Recommended Action: Perform the following as appropriate:

- Ensure that the staging path that was provided to create the OpenStack protection plan gets mounted on the selected backup storage.
- Ensure that the backup storage is mentioned in the universal share host list.
- Ensure that the backup storage has the required permissions to access and mount the staging path on itself.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9787

Message: The provided mount path does not match with the staging storage path.

Explanation: The OpenStack protection plan has a mount path that does not match with the storage path.

Recommended Action: Perform the following as appropriate:

Configure the OpenStack protection plan with the valid mount path and staging storage path.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9788

Message: Unsupported storage server version for OpenStack.

Explanation: The configured storage server version is not supported. The minimum supported version is 11.2.0.1.

Recommended Action: Perform the following as appropriate:

Ensure that the storage server version is 11.2.0.1 or later.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9789

Message: Cannot subscribe the PaaS asset to the protection plan that supports Archive redo logs backup.

Explanation: The PaaS asset does not support archive redo logs backup.

Recommended Action: To subscribe the asset to the protection plan, remove the archive redo logs schedule from the protection plan.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9794

Message: Cannot subscribe the selected PaaS assets to this protection plan, as the assets are already subscribed to a protection plan with an incremental backup schedule.

Explanation: Multiple subscriptions to protection plans with incremental backup schedules are not allowed for AWS RDS Oracle assets.

Recommended Action: Remove the asset from previously subscribed protection plans with incremental backup schedules.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9795

Message: Cannot subscribe to this protection plan as this plan cannot protect archive log backup type with a frequency of less than 24 hours.

Explanation: The protection plans having archive log backup type for AWS RDS Oracle PaaS assets must have a backup frequency of less than 24 hours.

Recommended Action: Create a protection plan with the archive log backup type with a backup frequency of less than 24 hours.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9796

Message: Cannot subscribe the PaaS asset to the protection plan as the plan supports differential incremental and archive redo logs backup.

Explanation: The PaaS asset does not support differential incremental or archive redo logs schedules.

Recommended Action: Create a protection plan with a full backup schedule.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9800

Message: Snapshot Manager is not configured.

Explanation: The Snapshot Manager is not configured.

Recommended Action: Configure the Snapshot Manager from the **NetBackup Administration Console** or use the `tpconfig` CLI.

If the Snapshot Manager is already configured, ensure that the registration entry is in the NetBackup database. Use the **NetBackup Administration Console** or run the `tpconfig` utility.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9801

Message: Snapshot Manager login failed.

Explanation: This error is encountered in the following situations:

- The Snapshot Manager credentials are changed.
- The Snapshot Manager is either down or not available due to a network problem.

Recommended Action: Depending on the cause, perform one the following tasks:

- Update the credentials and port number in NetBackup.
- Ensure that the Snapshot Manager is up and reachable on the network from the NetBackup master server.

To verify, log on to the Snapshot Manager host from the master server browser.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9802

Message: Failed to retrieve the supported plug-in list from the Snapshot Manager.

Explanation: This error is encountered when you configure a plug-in where the list of supported plug-ins is not displayed for the specified Snapshot Manager.

Recommended Action: Verify if the connection with the Snapshot Manager is up.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9803

Message: Failed to retrieve the NetBackup supported plug-in list.

Explanation: The list of plug-ins that NetBackup supports is not displayed for the specified Snapshot Manager.

Recommended Action: Verify the connection with the master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9804

Message: The plug-in is not configured for the cloud provider.

Explanation: The plug-in is not configured for the cloud provider.

Recommended Action: Configure the required plug-in with NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9805

Message: The specified configuration instance was not found.

Explanation: The plug-in configuration instance details do not exist in the NetBackup database.

Recommended Action: Specify the correct instance ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9806

Message: A configuration instance with the same configuration details already exists.

Explanation: Duplication of configuration instances is not allowed.

Recommended Action: Either use the same configuration instance or create a new configuration instance with different details.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9807

Message: Internal server error.

Explanation: Issues with Snapshot Manager.

Recommended Action: Verify Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9808

Message: The plug-in type is not supported.

Explanation: NetBackup does not support the plug-in you want to configure.

Recommended Action: Verify that the plug-in is on the NetBackup supported plug-ins list. You can find more information about supported plug-ins on Cohesity Services and Operations Readiness Tools (SORT) .

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9809

Message: Plugin instance name already exists.

Explanation: The specified configuration instance name or identifier is already used for an existing configuration instance.

Recommended Action: Specify a different identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9810

Message: Failed to configure the plug-in instance in Snapshot Manager.

Explanation: This error is encountered in the following situations:

- An incorrect cloud provider configuration attributes value.
- A failure with the Snapshot Manager configure-plugin REST API (`cloudpoint/api/v5/agents/{agent.id}/plugins/{provider}/configs/`) that NetBackup calls.
- An unexpected failure in the NetBackup server when the Snapshot Manager configure plug-in API is called.

Recommended Action: See the `nbemm` logs on the NetBackup master server.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9811

Message: Failed to register the plug-in instance in NetBackup.

Explanation: The `CloudPoint_plugin.conf` is not accessible.

Recommended Action: Ensure that the `CloudPoint_plugin.conf` accessible and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9812

Message: Failed to retrieve the configured plug-in instance from Snapshot Manager.

Explanation: This error is encountered when you register the Snapshot Manager with NetBackup and the plug-ins that are configured in the Snapshot Manager are not populated in NetBackup.

Recommended Action: Update the Snapshot Manager using the existing credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9813

Message: Failed to retrieve the configured plug-in instance from NetBackup.

Explanation: Plug-ins that are configured with NetBackup are not displayed.

Recommended Action: Retry the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9814

Message: The instance type for the specified configured plug-in does not match with the instance type entry in NetBackup.

Explanation: This error is encountered when a plug-in is updated where the instance type does not match with the instance type entry in NetBackup.

Recommended Action: Verify the instance type entry and update the plug-in again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9815

Message: Failed to modify the configured plug-in instance in Snapshot Manager.

Explanation: Update operation has failed in Snapshot Manager.

Recommended Action: Verify the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9816

Message: Failed to retrieve the configured plug-in instance from Snapshot Manager.

Explanation: The list of plug-ins that are configured in Snapshot Manager is not displayed in NetBackup.

Recommended Action: Ensure that the Snapshot Manager is up or verify the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9818

Message: Snapshot Manager on which the specified plug-in instance was configured is not available.

Explanation: The Snapshot Manager that hosts the configured plug-in is not available.

Recommended Action: Ensure that the Snapshot Manager that hosts the plug-in instance is registered in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9819

Message: A Snapshot Manager on which plug-in instances with specified plug-in type are configured is not available.

Explanation: A plug-in instance of a particular provider type is configured with multiple Snapshot Managers and one of the Snapshot Managers is unavailable.

Recommended Action: Ensure that all of the Snapshot Managers that contain the plug-in instances are registered in NetBackup.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9820

Message: Failed to disable the plug-in instance.

Explanation: Not able to disable the plug-in from NetBackup.

Recommended Action: Verify if the `CloudPoint_plugin.conf` is updated.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9821

Message: Specified plug-in instance does not exist on the Snapshot Manager.

Explanation: The configuration instance is deleted or is not available on the Snapshot Manager.

Recommended Action: Retry the operation and save all of the error information. If the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9822

Message: Plug-in instance already exists in the Snapshot Manager.

Explanation: A duplicate configuration is not allowed in the Snapshot Manager.

Recommended Action: Change the configuration attributes. For example, if it is an Amazon AWS plug-in configuration, ensure that the specified region is not included in any of the existing AWS plug-in configurations that have the same access key. If a region is already specified in a plug-in, its assets are already protected.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9823

Message: Plug-in authentication failed. Credentials are invalid.

Explanation: Plug-in credentials are invalid.

Recommended Action: Verify that the credentials are correct and perform the operation again.

Ensure that you enable the preferred regions for the account that is linked to the Snapshot Manager instance that is deployed on AWS.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9830

Message: Operation not supported. The associated Snapshot Manager is on an older version.

Explanation: The Snapshot Manager version is on an un-supported version and needs to be upgraded to a supported version equal to the NetBackup primary server version.

Recommended Action: Upgrade the Snapshot Manager server to a supported version equal to the NetBackup primary server version.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9833

Message: NetBackup cannot connect to the virtual machine.

Explanation: The Snapshot Manager is connected but there are issues with NetBackup.

Recommended Action: Review the NetBackup `nbwebservice` and the `nbemm` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9834

Message: The specified asset is not found in the Snapshot Manager database.

Explanation: Even though the asset is deleted, it is visible in NetBackup web UI. The asset is not deleted from the database once it is discovered.

Recommended Action: To verify the deleted assets, refer to the last discovered time.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9835

Message: Application configuration operation failed.

Explanation: Hosted application cannot be configured after the virtual machine is in the `Connected` state.

Recommended Action: Review the NetBackup `nbwebservice` and `nbemm` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9836

Message: Application already configured on the Snapshot Manager.

Explanation: The application is already configured.

Recommended Action: Skip the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9837

Message: Configure application operation has failed from NetBackup.

Explanation: NetBackup failed to perform the operation.

Recommended Action: Review the NetBackup `nbwebservice` and `nbemm` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9838

Message: The specified operation is not supported with the current Snapshot Manager license in use.

Explanation: The current Snapshot Manager license in use does not provide the required privileges.

Recommended Action: Apply a license with the appropriate privileges.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9839

Message: The `origiasset` is deleted. Only snapshot of the asset is available.

Explanation: The asset is deleted, but snapshots are available for recovery.

Recommended Action: Recover the asset from the snapshot.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9841

Message: The Snapshot Manager host name does not match with the associated Snapshot Manager.

Explanation: The plug-in entry for the specified Snapshot Manager host name does not exist in the `CloudPoint_plugin.conf`.

Recommended Action: Verify if the Snapshot Manager host name is configured correctly.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9842

Message: The virtual machine is already connected.

Explanation: The virtual machine is already connected, you can proceed with application configuration.

Recommended Action: The virtual machine is already connected, you can proceed with application configuration.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9843

Message: Unable to retrieve virtual machine details.

Explanation: The Snapshot Manager cannot complete the operation.

Recommended Action: Refer to the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9844

Message: Unable to retrieve the application details.

Explanation: The Snapshot Manager cannot complete the operation.

Recommended Action: Refer to the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9845

Message: Failed to deploy the snapshot agent on the Windows host.

Explanation: For Windows, this operation is not supported through the web UI and APIs.

Recommended Action: Deploy the Windows host manually. Refer to the Snapshot Manager documentation in the NetBackup Snapshot Client Administrator's Guide.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9846

Message: Failed to update the asset information in the database.

Explanation: NetBackup asset database component has failed to update the `AssetDB`. Review the `nbwebservice` logs for more details.

Recommended Action: Restart the `nbwebservice` and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9847

Message: Failed to retrieve cloud asset type.

Explanation: During restore operation, NetBackup was not able to retrieve cloud asset type.

Recommended Action: Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9848

Message: Invalid Cloud asset type.

Explanation: During restore operation, NetBackup was not able to determine Cloud Asset type.

Recommended Action: Verify the `ncfnbcs` logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9849

Message: Invalid virtual machine credentials.

Explanation: Connect VM operation was executed with invalid virtual machine credentials.

Recommended Action: Verify the virtual machine credentials and provide correct credentials.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9850

Message: The specified application is not supported with the host's operating system.

Explanation: The application is not supported with the operating system used by the host.

Recommended Action: Review the Snapshot Manager host's operating system and compare it to the NetBackup Compatibility List.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9851

Message: For plug-ins configured directly with NetBackup, the original instance name and specified plug-in ID must be same.

Explanation: When you update a plug-in that is configured directly from NetBackup (not preconfigured), the original instance name and specified plug-in ID must be same.

Recommended Action: If the ID is different, you can update all the other parameters apart from the ID. NetBackup does not support updates to the ID.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9853

Message: Invalid copy type.

Explanation: The image copy type in use is invalid. The supported copy types are snapshot and replication.

Recommended Action: If the problem persists, contact Cohesity Technical Support.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9854

Message: Cloud snapshot replication failed.

Explanation: The following issues can cause this issue:

- Cloud snapshot replication job failed.
- When trying to replicate a snapshot copy of an EC2 instance to the other region, then the key-pair names must be same on the source and the destination region.

Recommended Action: Perform the following as appropriate:

- If you try to replicate a copy of an EC2 instance, create a new key-pair in the destination region. The new key-pair must be consistent with the key-pair in the source region.
- Refer to the `ncfnbcs` logs on the media server for more information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9855

Message: Snapshot export failed.

Explanation: During snapshot import, the snapshot was not successfully exported from the array.

In the case of cloud backups when a snapshot import is performed, the snapshot was not successfully exported from the virtual machine disks.

Recommended Action: Refer to the `bpfis` logs on the client or the alternate client for more information.

For cloud backups, review the `NCFNBCS` logs on the media server for relevant information.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9856

Message: Failed to parse JSON response from Snapshot Manager.

Explanation: Failed to parse the operation details. This error can come from cloud snapshot creation, restore, delete, or snapshot replication operation.

Recommended Action: Manually clean up the operation-specific copy from the cloud.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9857

Message: Failed to start indexing of snapshot.

Explanation: The indexing job for cloud snapshot cannot start.

Recommended Action: Refer to the `ncfnbcs` logs on the media server and the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9858

Message: Failed to add NetBackup Snapshot Manager.

Explanation: The following can cause this issue:

- Your Snapshot Manager version might not be supported. Review the compatibility list.
- NetBackup and Snapshot Manager network connectivity can be the issue.

Recommended Action: Try one of the following as appropriate:

- Review your network connectivity with Snapshot Manager.
- Resolve any network issues with `netstat` or similar network diagnosis tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9859

Message: Failed to retrieve the **Mount Path**.

Explanation: A snapshot creation error did occur while the **Mount Path** field was populated.

Recommended Action: Retry the snapshot operation again. If it still fails, refer to the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9860

Message: Invalid Cloud FS **Mount Path**.

Explanation: A snapshot creation error did occur while the **Mount Path** field was populated.

Recommended Action: Review the mounted file system path on the target host and try to launch the snapshot operation again. If it still fails, refer to the Snapshot Manager logs.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9861

Message: Snapshot Manager is already added to a NetBackup master server.

Explanation: You can add a Snapshot Manager to only one NetBackup master server.

Recommended Action: Deploy and add a new Snapshot Manager.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9862

Message: Failed to get CA certificate for Snapshot Manager.

Explanation: NetBackup and Snapshot Manager network connectivity can be the issue.

Recommended Action: Try one of the following as appropriate:

- Check your network connectivity with the Snapshot Manager.
- Resolve any network issues with `netstat` or similar network diagnosis tool.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9863

Message: Failed to save CA certificate for Snapshot Manager.

Explanation: The following can cause this issue:

- Incorrect permissions to add certificates to NetBackup certificate store (`/usr/openv/var/global/cloudpoint`).
- Certificate parsing failed.
- NetBackup service user does not own the NetBackup certificate store (`/usr/openv/var/global/cloudpoint`) and so the user does not have permissions for this path.

Recommended Action: Try one of the following as appropriate:

- Confirm the correct permissions for the NetBackup certificate store (`/usr/openv/var/global/cloudpoint`).
- Check the format of Snapshot Manager certificate using the `/config/snapshot-mgmt-servers-cacerts/{snapshotMgmtServer}/ports/{port}` API.
- Only `pem` format is supported.
- Add or modify the Snapshot Manager configuration using the `tpconfig` command. Run the `tpconfig` command as a root user. This action re-assigns the ownership of the root certificate path or the certificate file to the NetBackup service user.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9865

Message: NetBackup media server platform should be either Red Hat Enterprise Linux, SUSE Linux Enterprise Server, or Microsoft Windows to be associated with a Snapshot Manager.

Explanation: For cloud jobs, only SUSE Linux Enterprise Server, Microsoft Windows, and RHEL are supported platforms for media server.

Supported platforms for media server are SUSE Linux Enterprise Server, Microsoft Windows, and RHEL only with respect to cloud jobs.

Recommended Action: Use SUSE Linux Enterprise Server, Microsoft Windows, and RHEL platform only, to associate the media server with the Snapshot Manager.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9866

Message: The NetBackup host certificate that is provided to Snapshot Manager is not valid or does not exist.

Explanation: The NetBackup host certificate that is provided to Snapshot Manager is not valid or does not exist or is revoked.

Recommended Action: Try one of the following as appropriate:

- Review the `nbcs`/`bpfis`/`bppfi` level error messages that are displayed in Job details on the Activity monitor. For more details, review the component logs.
- Review the `nbwebservice`/`nbemm` level error message for the Snapshot Manager and plug-in configuration. For more details, review the component logs.
- Review the NetBackup error codes or messages appearing in the previously specified logs. These logs can provide additional insight into the actual SSL certificate issue or connectivity issues between primary server and Snapshot Manager.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9867

Message: The `ECA_TRUST_STORE_PATH` option is not configured, or the certificate path is not accessible or doesn't exist.

Explanation: The `ECA_TRUST_STORE_PATH` option is not configured in the `bp.conf` file. The Snapshot Manager is configured with a third-party CA certificate or the certificate path that is mentioned in `ECA_TRUST_STORE_PATH` is not accessible.

Recommended Action: Try one of the following as appropriate:

- Check if the `ECA_TRUST_STORE_PATH` is configured correctly.
- Review all access rights of certificate path are correct.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9868

Message: Failed to get API version for Snapshot Manager.

Explanation: NetBackup and Snapshot Manager network connectivity can be the issue.

Recommended Action: Try one of the following as appropriate:

- Check your network connectivity with the Snapshot Manager and review the Snapshot Manager credentials you used to connect.
- Resolve any network issues with `netstat` or similar network diagnosis tool.
- Update the Snapshot Manager credentials using the **Edit Server** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9869

Message: Failed to get Deployment Summary for Snapshot Manager.

Explanation: The following can cause this issue:

- Snapshot Manager, NetBackup, and cloud provider network connectivity.
- Connectivity issues with the Snapshot Manager to cloud network connectivity when the Snapshot Manager is located in the cloud.

Recommended Action: Try one of the following as appropriate:

- Check your network connectivity with the Snapshot Manager, NetBackup, and cloud provider.
- Resolve any network issues with `netstat` or similar network diagnosis tool.
- Review and update the Snapshot Manager credentials using **Edit Server** option.
- Review and update the cloud provider credentials or secret key.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9870

Message: Failed to get version for Snapshot Manager.

Explanation: There are network connectivity issues between the Snapshot Manager and NetBackup.

Recommended Action: Try one of the following as appropriate:

- Check your network connectivity with Snapshot Manager and NetBackup.
- Resolve any network issues with `netstat` or similar network diagnosis tool.
- Review and update Snapshot Manager credentials using the **Edit Server** option.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9871

Message: Operation not supported. The specified media server must be NetBackup version 8.3 or later.

Explanation: NetBackup master server 8.3 uses the NetBackup media server 8.3 for association with Snapshot Manager and job distribution for cloud jobs.

Recommended Action: Select a media server of NetBackup version 8.3 or later to associate with Snapshot Manager.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9872

Message: Unable to retrieve the Snapshot Manager on-host agent token details.

Explanation: Failed to get a token from the Snapshot Manager which is used to establish communication with on-host agent.

The Snapshot Manager services might not be running.

Recommended Action: Refer to the `nbwebservice` and Snapshot Manager log and ensure that all Snapshot Manager services are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9873

Message: The Snapshot Manager is disabled.

Explanation: The Snapshot Manager that is associated with selected configuration is disabled.

Recommended Action: Check for any underlying maintenance issues that are related to the disabled Snapshot Manager. If there are any maintenance issues, you must resolve these issues.

If there are no maintenance issues, perform the following:

1. Log on to NetBackup web UI.
2. On the left, click **Cloud** and then select the **Snapshot Manager** tab.
3. Select the appropriate Snapshot Manager.
4. In the **Actions** menu on the right, click the **Enable** option.
5. Verify that the discovery process is triggered and that it completes successfully.
6. After the Snapshot Manager is enabled, run the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9874

Message: This snapshot is not indexed. GRT operations on non-indexed snapshots are not supported.

Explanation: You cannot perform the GRT operations on a non-indexed snapshot.

Recommended Action: Select a recovery point that is indexed and retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9876

Message: Failed to disconnect VM from Snapshot Manager.

Explanation: Failed to disconnect the virtual machine from the Snapshot Manager.

Recommended Action: Refer to the `nbwebservice` and Snapshot Manager logs. Ensure that all the Snapshot Manager services are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9877

Message: Failed to remove application from the Snapshot Manager.

Explanation: Failed to remove application from the Snapshot Manager.

Recommended Action: Refer to the `nbwebservice` and Snapshot Manager logs. Ensure that all the Snapshot Manager services are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9878

Message: The Unconfigure application API failed due to a discovery was not performed after the application API was configured.

Explanation: Failed to remove application as discovery was not performed after configuration of the application because the application `configid` is not synced with NetBackup and Snapshot Manager.

Recommended Action: Manually start the discovery on the Snapshot Manager or wait for the scheduled discovery operation to complete.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9879

Message: Failed to unconfigure the application as it has active snapshots.

Explanation: Failed to remove the application from the Snapshot Manager as it has active snapshots.

Recommended Action: Refer to the `nbwebservice` and Snapshot Manager log and ensure that all Snapshot Manager services are running.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9882

Message: Failed to create disks selection file during volume restore operation.

Explanation: Failed to save the disks selection information in a temporary file due to an internal error.

Recommended Action: Ensure that all NetBackup services are running and try the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9883

Message: Failed to retrieve disks selection information during volume restore operation.

Explanation: Failed to fetch disks selection over IO channel due to internal error.

Recommended Action: Ensure that all NetBackup services are running and try the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9884

Message: Snapshot Manager server fails to retrieve the specified cloud domains, against the specified plug-in instance.

Explanation: Could not display the cloud domains on the cloud plug-in that are configured with NetBackup.

Recommended Action: Ensure that the NetBackup services and Snapshot Manager server containers are running. Check connectivity between the NetBackup primary server, the Snapshot Manager server, and the cloud service provider. Retry the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code 9885

Message: Snapshot Manager server fails to retrieve the specified cloud domain type information, against the specified plug-in instance.

Explanation: The specified cloud domain types `azurecloud` or `awscloud`, for the specified cloud plug-in, cannot be retrieved.

Recommended Action: Ensure that the NetBackup services and Snapshot Manager server containers are running. Confirm the connectivity between the NetBackup primary server, the Snapshot Manager server, and the cloud service provider. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9886

Message: Snapshot Manager server fails to retrieve the specified cloud domain attributes, against the specified plug-in instance.

Explanation: The specified cloud domain attributes like `Tenant Id`, `Subscription Id`, `Subscription Name`, `Resource Groups`, `Account Id`, or `Role Name` cannot be retrieved.

Recommended Action: Ensure that the NetBackup services and Snapshot Manager containers are running. Confirm the connectivity between the NetBackup primary server, the Snapshot Manager server, and the cloud service provider. Retry the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9888

Message: Cannot access Snapshot Manager extensions from the Snapshot Manager.

Explanation: Cannot access Snapshot Manager extensions from the Snapshot Manager.

Recommended Action: Ensure that the NetBackup services and the Snapshot Manager containers are running. Check the connectivity between the NetBackup master server, the Snapshot Manager, and the cloud service provider. Retry the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9890

Message: Failed to update capability of Snapshot Manager in NetBackup server.

Explanation: Failed to update the capability of Snapshot Manager in the NetBackup server.

Recommended Action: Ensure that the NetBackup services and Snapshot Manager are running. Check the connectivity between the NetBackup master server, the Snapshot Manager, and the cloud service provider. Retry the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9891

Message: Failed to update Snapshot Manager extensions from Snapshot Manager.

Explanation: Failed to update the Snapshot Manager extensions from the Snapshot Manager.

Recommended Action: Ensure that the NetBackup services and the Snapshot Manager containers are running. Check connectivity between the NetBackup master server, the Snapshot Manager, and the cloud service provider. Retry the operation again.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9894

Message: Cannot retrieve plug-in details for the agent.

Explanation: Unable to get plug-in details for a specific agent from Snapshot Manager.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9895

Message: Cannot retrieve configuration details of the plug-in.

Explanation: Unable to get configuration details for a specific plug-in from Snapshot Manager.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Support site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9896

Message: Failed to add NetBackup Snapshot Manager due to certificate generation failure.

Explanation: Certificate generation can fail due to various reasons.

Examples of certificate generation failure:

- The Snapshot Manager that is located in the cloud may be unable to connect with NetBackup located on-premises inside a firewall.
- Primary server and Snapshot Manager containers are not able to resolve DNS for the primary server.
- The clock times for Snapshot Manager and the NetBackup server are not synchronized so the generated certificates are not valid.
- Determine if the Snapshot Manager host name is already registered as a media server.

Recommended Action: Perform one or more of the following actions, depending upon the error you see:

- Review the NetBackup `nbemm` logs to identify the exact error.
- Review your network connectivity with Snapshot Manager
- Resolve network issues if any, using `netstat` or a similar network diagnosis tool.
- Determine if `nbcertcmdtool` is able to connect to the web service running on the NetBackup primary server to generate the NetBackup certificates.
- Use the `ntpdate` command to synchronize clock times for the NetBackup primary server and the Snapshot Manager.
- Update the DNS entries with Docker and host entries for the Snapshot Manager. Update the `/cloudpoint/openv/etc/hosts` file with the DNS entries. Use different network cards, IP addresses, or host names for registering the co-located media server and the Snapshot Manager. Also, if the media server and the Snapshot Manager are co-located, and the media server uses port 443, then the Snapshot Manager must use a custom SSL port.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9897

Message: Failed to reassign the ownership of the root certificate path or file to the service user.

Explanation: This issue happens because the NetBackup service user does not own the NetBackup certificate store (`/usr/openv/var/global/cloudpoint`) and so the user does not have permissions for this path.

Recommended Action: Perform the following as appropriate:

- Add or modify the Snapshot Manager configuration using the `tpconfig` command. Run the `tpconfig` command as a root user. This action re-assigns the ownership of the root certificate path or the certificate file to the NetBackup service user.
- Review and re-assign the ownership and permissions for the NetBackup certificate store (`/usr/openv/var/global/cloudpoint`) to the NetBackup service user.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9901

Message: 'backupId' has an invalid syntax

Explanation: The `'backupId'` identifier has an invalid syntax.

Recommended Action: Check to see if `'backupId'` has a valid syntax; for example, **testclient_1054264097**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9902

Message: No recovery request specified

Explanation: No request body was found.

Recommended Action: The recovery request body should not be empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9903

Message: 'vmDisplayName' must not contain more than 80 characters.

Explanation: The display name of the virtual machine must not contain more than 80 characters.

Recommended Action: Please make sure that `'vmDisplayName'` does not contain more than 80 characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9904

Message: 'defaultDiskProvisioning' has an invalid value

Explanation: The `'defaultDiskProvisioning'` identifier should have a value of **thin**, **thick-lazy-zeroed**, or **thick-eager-zeroed**.

Recommended Action: The `'defaultDiskProvisioning'` identifier should have one of the following values: **thin**, **thick-lazy-zeroed**, or **thick-eager-zeroed**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9905

Message: 'type' specified in the recovery request is invalid

Explanation: The `'type'` identifier specified in the recovery request is invalid.

Recommended Action: The `'type'` identifier in the recovery request must be set to **'recoveryRequest'**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9906

Message: 'transportMode' has an invalid syntax

Explanation: The `'transportMode'` identifier has an invalid syntax.

Recommended Action: The `'transportMode'` identifier must be specified in lowercase, with colon-separated values; for example, `hotadd:nbd:nbdssl:san`. The order of the specified modes is significant, as NetBackup attempts each mode in order until the recovery is successful.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9907

Message: 'recoveryPoint' must be specified in the recovery request

Explanation: The `'recoveryPoint'` identifier must be specified in the recovery request; it cannot be left empty.

Recommended Action: The `'recoveryPoint'` identifier is mandatory for the recovery operation, so it must be specified in the recovery request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9909

Message: Failed to fetch all the required images.

Explanation: Unable to fetch the complete chain of images for a given recovery point because one or more of the images in the chain are expired.

Recommended Action: Review the information for a recovery point and use a recovery point with a valid, complete set of images.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9910

Message: 'datacenter' must not be blank

Explanation: The `'datacenter'` identifier must contain a value for the datacenter.

Recommended Action: You must specify a datacenter value for the `'datacenter'` identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9911

Message: 'vmxDatastore' must not be blank

Explanation: The `'vmxDatastore'` identifier must contain the vmx datastore type.

Recommended Action: You must specify the vmx datastore type for the `'vmxDatastore'` identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9912

Message: 'diskMediaServer' must not be blank

Explanation: The `'diskMediaServer'` identifier is used to perform recovery and it should not be blank.

Recommended Action: You must specify a disk media server for the `'diskMediaServer'` identifier. For example, `"diskMediaServer" : "media-server.example.com"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9913

Message: 'defaultDiskProvisioning' must not be blank

Explanation: A value was not specified for the `'defaultDiskProvisioning'` identifier that is used for all of the virtual disks that are created during recovery.

Recommended Action: You must specify a value for the `'defaultDiskProvisioning'` identifier. Valid values are **thin**, **thick-lazy-zeroed**, or **thick-eager-zeroed**.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9914

Message: 'esxiServer' must not be blank

Explanation: A server name was not specified for the `'esxiServer'` identifier.

Recommended Action: You must specify a server name for the `'esxiServer'` identifier. For example, `"esxiServer" : "esx-server.example.com"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9915

Message: 'vmFolder' must not be blank

Explanation: The name of the VM folder was not specified for the `'vmFolder'` identifier.

Recommended Action: You must specify a VM folder name for the `'vmFolder'` identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9916

Message: 'network' must not be blank

Explanation: The name of the Virtual Machine Network was not specified for the `'network'` identifier.

Recommended Action: You must specify the name of the Virtual Machine Network for the `'network'` identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9917

Message: 'recoveryHost' must not be blank

Explanation: The recovery host name was not specified for the `'recoveryHost'` identifier.

Recommended Action: You must specify the recovery host name for the `'recoveryHost'` identifier. For example, `"recoveryHost" : "recovery-proxy.example.com"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9918

Message: 'resourcePoolOrVapp' must not be blank

Explanation: The pathname of either the resource pool destination or the vApp was not specified for the `'resourcePoolOrVapp'` identifier.

Recommended Action: You must specify the pathname of either the resource pool destination or the vApp for the `'resourcePoolOrVapp'` identifier.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9919

Message: 'transportMode' must not be blank

Explanation: The transport mode combination was not specified for the `'transportMode'` identifier.

Recommended Action: You must specify the transport mode combination that is to be used to perform the recovery. The string must be specified in lowercase, with

colon-separated values such as `hotadd:nbd:nbdssl:san`. The order of the specified modes is significant, as NetBackup attempts each mode in the specified order until the recovery is successful. If none of the modes are successful, the recovery fails.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9920

Message: 'vCenter' must not be blank

Explanation: The vCenter server name was not specified for the `'vCenter'` identifier.

Recommended Action: You must specify the vCenter server name; for example, `"vCenter" : "vcenter-server.example.com"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9921

Message: 'datacenter' must begin with a '/'

Explanation: The 'datacenter' path must begin with a forward slash (`/`).

Recommended Action: The 'datacenter' path must begin with a forward slash (`/`); for example, `"datacenter" : "/example-DC"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9922

Message: 'vmFolder' must begin with a '/'

Explanation: The 'vmFolder' path must begin with a forward slash (`/`).

Recommended Action: You must specify a forward slash (`/`) at the beginning of the 'vmFolder' path; for example, `"vmFolder":"/example-DC/vm"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9923

Message: 'resourcePoolOrVapp' must begin with a '/'

Explanation: The 'resourcePoolOrVapp' path did not begin with a forward slash (`/`).

Recommended Action: You must specify a forward slash (`/`) at the beginning of the 'resourcePoolOrVapp' path; for example, `"resourcePoolOrVapp" : "/example-DC/host/esx.example.com/Resources/example-res-pool"`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9926

Message: JSON input is invalid

Explanation: The JSON input is invalid. Check for the requested JSON format.

Recommended Action: The JSON request has an invalid syntax.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9928

Message: No workload is specified

Explanation: The workload is not specified in the Recovery API endpoint.

Recommended Action: Specify the workload in the Recovery API endpoint with the following format:

`/recovery/workloads/`*`workload`*`/scenarios/`*`scenario`*`/recover`

For example, `/recovery/workloads/vmware/scenarios/full-vm/recover`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9929

Message: Invalid workload specified

Explanation: The workload that is specified in the URL is not supported.

Recommended Action: Specify the correct workload in the recovery request URL.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9930

Message: No scenario is specified

Explanation: The scenario is not specified in the Recovery API endpoint.

Recommended Action: Specify the scenario in the Recovery API endpoint with the following format:

`/recovery/workloads/`*`workload`*`/scenarios/`*`scenario`*`/recover`

For example, `/recovery/workloads/vmware/scenarios/full-vm/recover`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9931

Message: Invalid scenario specified

Explanation: The scenario specified in the URL is not supported.

Recommended Action: Specify the correct scenario in the recovery request URL.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9934

Message: The specified end date time in the 'filter' must not be less than the start date time

Explanation: The specified end date in the 'filter' is less than the start date.

Recommended Action: Specify an end date in the 'filter' that is not less than the start date. See the following example:

```
"filter" : "backupTime ge '2017-11-20T23:20:50Z' and backupTime le '2018-12-20T23:20:50Z'"
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9935

Message: The specified date-time values in the 'filter' must use a valid ISO 8601 format

Explanation: The specified date-time values in the 'filter' are not in a valid ISO 8601 format.

Recommended Action: Specify the date-time values in the 'filter' using a valid ISO 8601 format. For more information about the ISO 8601 format, see ISO 8601 format. See the following example for a valid ISO 8601 format:

```
"filter" : "backupTime ge '2017-11-20T23:20:50Z' and backupTime le '2018-12-20T23:20:50Z'"
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9936

Message: The specified date-time values in the 'filter' must not be in the future

Explanation: The specified date-time values in the 'filter' are greater than the current time.

Recommended Action: Specify the date-time values in the 'filter' so they are less than the current time.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9937

Message: Either 'backupId' or 'client' must be specified in the recovery request

Explanation: Either 'backupId' or 'client' must be mentioned in the recovery request.

Recommended Action: Specify either 'backupId' or 'client' in the recovery request. The recovery request requires either the 'backupId' or 'client' name.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9938

Message: 'backupId' must not be specified along with 'client' or 'filter'

Explanation: 'backupId' was specified along with 'client' or 'filter'.

Recommended Action: Do not specify 'backupId' with 'client' or 'filter'.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9939

Message: Invalid 'filter' syntax

Explanation: The 'filter' field has an invalid syntax.

Recommended Action: Specify the 'filter' field with a valid Odata syntax. See the following example:

```
"filter" : "backupTime ge '2017-11-20T23:20:50Z' and backupTime le '2018-12-20T23:20:50Z'"
```

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9940

Message: 'backupId' must not be specified with either 'sourceAsset' or 'filter'

Explanation: 'backupId' was specified with either 'sourceAsset' or 'filter'.

Recommended Action: Specify 'backupId' without either 'sourceAsset' or 'filter.' The recovery request only accepts 'backupId'; it does not work along with 'sourceAsset' or filter.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9941

Message: 'attributes' must be specified in the recovery request

Explanation: 'attributes' was not specified in the recovery request.

Recommended Action: Specify 'attributes' in the recovery request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9942

Message: Either 'backupId' or 'sourceAsset' must be specified in the recovery request

Explanation: Either 'backupId' or 'sourceAsset' was not specified in the recovery request.

Recommended Action: Specify either 'backupId' or 'sourceAssetId' in the recovery request.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9944

Message: No matching backup image found to perform the recovery

Explanation: There was no matching backup image found to perform the recovery.

Recommended Action: Ensure that the client exists and, if it exists, then ensure that it has been backed up at least once.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9946

Message: Invalid field was specified in the 'filter'

Explanation: There was an invalid field specified in the 'filter.'

Recommended Action: Ensure that the 'filter' is allowed on the specified field. Refer to the API documentation for the allowable filter operations.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9947

Message: Invalid comparison operator specified for the field

Explanation: The given comparison operator is not allowed for the specified field.

Recommended Action: Ensure that the comparison operators specified are supported for the field. Refer to the API documentation for the correct operators for each supported field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9948

Message: Grouping operator is not allowed in the 'filter'

Explanation: The grouping operator is not allowed in the 'filter.'

Recommended Action: The grouping operator is not allowed in the 'filter.' Refer to the API documentation for the allowable filter operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9949

Message: Invalid logical operator is specified in the 'filter'

Explanation: The logical operator is not allowed in the 'filter.'

Recommended Action: The logical operator is not allowed in the 'filter.' Refer to the API documentation for the allowable filter operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9968

Message: No recovery object specified as part of the recovery request.

Explanation: The `recoveryObject` field of the recovery request must be specified.

Recommended Action: Verify that the `recoveryObject` field is specified and that it is not empty.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9969

Message: Invalid recovery object specified.

Explanation: The `recoveryObject` field is an invalid value or malformed.

Recommended Action: Verify that the value of `recoveryObject` is an object and that it contains all required fields: `credentials` and `assetId`.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9970

Message: Failed to get the result of the recovery request.

Explanation: The web services cannot connect to `NBARS` or the recovery otherwise cannot be performed.

Recommended Action: Verify that NetBackup services are running and that the request has the proper syntax.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9971

Message: The `recoveryPoint` field must be specified.

Explanation: If this operation is a complete database recovery scenario, then the `recoveryPoint` field of the recovery point must be populated.

Recommended Action: Verify that the `recoveryPoint` field has been provided and that it is not an empty string. Also ensure that the scenario is a complete database recovery in the URL. Specify a recovery point in the `recoveryPoint` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9972

Message: The `assetId` field must be specified.

Explanation: The `assetId` field of the recovery object must be specified.

Recommended Action: Verify that the `assetId` field has been provided and that it is not an empty string. Specify an asset ID in the `assetId` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9973

Message: The `domain` field must be specified.

Explanation: The `domain` field of the recovery object must be specified.

Recommended Action: Verify that the `domain` field has been provided and that it is not an empty string. Specify a `domain` in the `domain` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9974

Message: The `user` field must be specified.

Explanation: The `user` field of the recovery object must be specified.

Recommended Action: Verify that the `user` field has been provided and that it is not an empty string. Specify a user name in the `user` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9975

Message: The `password` field must be specified.

Explanation: The `password` field of the recovery object must be specified.

Recommended Action: Verify that the `password` field has been provided and that it is not an empty string. Specify a password in the `password` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9976

Message: Exactly one option in the `alternateFileLocation` field must be specified.

Explanation: The alternate file location options contain two fields (example subset of alternate recovery options: `renameAllFilesToSameLocation` and `renameEachFileToDifferentLocation`. Only one of them can be specified.

Recommended Action: Verify that only one of the options is specified. Specify only one of the alternate file location options in the `alternateFileLocation` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9977

Message: The `renameAllFilesToSameLocation` field must be specified.

Explanation: While the `renameAllFilesToSameLocation` field of the alternate file location options can be unspecified, it cannot be blank if it is specified.

Recommended Action: If the `renameAllFilesToSameLocation` field is specified, verify that it is not an empty string. Specify a location to which to restore all files in the `renameAllFilesToSameLocation` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9978

Message: The `renameEachFileToDifferentLocation` field must be specified.

Explanation: While the `renameEachFileToDifferentLocation` field of the alternate file location options can be unspecified, the fields cannot be blank if it is specified.

Recommended Action: If the `renameEachFileToDifferentLocation` field is specified, verify that none of the fields of any of its list items is an empty string. Specify a list of file names and alternate paths in the `renameEachFileToDifferentLocation` field.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9979

Message: The `restorePriority` field must be specified.

Explanation: The `restorePriority` field of the recovery job options must be specified.

Recommended Action: If the `restorePriority` field is specified, verify that it is not an empty string. Specify a valid restore priority in the `restorePriority` field. Valid values are in the range 0-99999.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9980

Message: The `destinationAssetId` parameter is required for alternate restore.

Explanation: The destination asset ID value is not provided for recovery type `ALTERNATE`.

Recommended Action: Provide the destination asset ID and re-run the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9981

Message: Invalid parameter `destinationAssetId` provided for restore to original location.

Explanation: Destination asset ID parameter is not required for original location restore.

Recommended Action: Remove the destination asset ID parameter and re-run the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9982

Message: Recovery request contains an invalid value for the image copy. Provide a value between 1 to 10.

Explanation: The image copy value is not within the range.

Recommended Action: Provide a value between 1 and 10 for the image copy. For primary copy, do not provide any value and skip this step.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9983

Message: Invalid asset ID specified in the recovery request.

Explanation: The asset ID should be valid to recover the database.

Recommended Action: Review the asset ID and confirm that it is correct. If the issue persists, contact Cohesity Technical Support for additional troubleshooting.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9984

Message: Invalid parameter `destinationAssetId` provided for rollback recovery.

Explanation: Invalid parameter `destinationAssetId` provided for rollback recovery.

Recommended Action: Remove the destination asset ID parameter and re-run the operation.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9986

Message: Input validation of GRT request failed.

Explanation: This issue occurs because one of the following inputs that are entered in the GRT restore request payload:

- Input restored file list is null or empty.
- Invalid Backup ID for restore.
- Attribute Key is not provided.
- Recovery point key is not provided.

Recommended Action: For more information, refer to the NetBackup Cloud File-Folders restore request API documentation and sample payload.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9990

Message: The target host staging location path contains non-ASCII characters.

Explanation: The target host staging location path supports ASCII characters only.

Recommended Action: Provide the staging location, on the target host, using ACSII characters.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9991

Message: The `backupId`, `sourceAsset`, or `filter` cannot be specified with `providerRecoveryPointId`.

Explanation: The recovery point cannot be validated.

Recommended Action: If the `providerRecoveryPointId` is specified, then the `backupId`, `sourceAssetId`, or `filter` cannot be specified in the API call. The options are applicable only for the provider-generated recovery points.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9992

Message: Cannot perform recovery because the resource was not found.

Explanation: Failed to perform recovery operation as requested resource is not found.

Recommended Action: Retry the operation and if the issue persists, visit support.cohesity.com. The Cohesity Technical Support website site offers additional information to help you troubleshoot this issue.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9993

Message: Cannot perform recovery due to a restricted operation.

Explanation: The user does not have the appropriate privileges to perform recovery.

Recommended Action: To perform the requested operation, you must be a root user, administrator, or have the appropriate privileges through RBAC. Contact the NetBackup system administrator.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9997

Message: Backup from snapshot and indexing is not supported for an Azure disk encryption enabled virtual machine.

Explanation: Azure does not support backup from snapshot and indexing for an Azure disk encryption enabled virtual machine.

Recommended Action: Perform the following as appropriate:

Only snapshot and restore are supported for Azure disk encryption enabled virtual machine.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup status code: 9998

Message: Snapshot is not supported for Azure disk encryption-enabled volume.

Explanation: Azure does not support snapshot for an Azure disk-encryption enabled volume.

Recommended Action: Perform the following as appropriate:

Single volume snapshot is not supported. Perform a snapshot of the entire virtual machine.

Click here to view technical notes and other information on the Cohesity Technical Support website about this status code.

NetBackup KMS status codes

The following is a complete list of the NetBackup Key Management Service (KMS) status codes that are listed in numerical order:

Note: The '%' sign in the error messages is a place holder for the error string that would be displayed when you run that particular command.

For more information about each command, see the NetBackup Commands Reference Guide.

NetBackup KMS status code: 1

Message: Failed to initialize the ORB

Explanation: Internal error

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 2

Message: Failed to create a new Key Group

Explanation: A key group with the same name already exists or the key group name is not supported.

Recommended Action: Try to create another key group with a different name.

NetBackup KMS status code: 3

Message: Failed to create a new Key

Explanation: The key already exists or the key name is not supported

Recommended Action: Provide a valid key group name or try to create another key with a different name.

NetBackup KMS status code: 4

Message: Failed to modify Key Group details

Explanation: The modification can fail because of the following reasons:

- The key group does not exist.
- A key group with the name you provided already exists.

Recommended Action: Provide a valid key group name or create another key group with a different name.

NetBackup KMS status code: 5

Message: Failed to modify Key details

Explanation: The key does not exist. The name you provided already exists.

Recommended Action: Provide a valid key name or try to create another key with a different name.

NetBackup KMS status code: 6

Message: Failed to delete the Key Group

Explanation: You can only delete empty key groups.

Recommended Action: Delete all the keys from that group and then try to delete that key group. If required, you can also force delete a key group even if it is not empty. Use the `-force` option to delete the key group.

NetBackup KMS status code: 7

Message: Failed to fetch Key Group details

Explanation: The required key group does not exist in the database.

Recommended Action: Provide a valid key group name and try again.

NetBackup KMS status code: 8

Message: Failed to fetch Key(s) details

Explanation: The required key or keys do not exist in the database.

Recommended Action: Provide a valid key name

NetBackup KMS status code: 9

Message: Failed to fetch Key Store statistics

Explanation: The failure can be as:

- The keystore (KMS database) does not exist
- The KMS service is down

Recommended Action: Create a KMS database (keystore). Restart the KMS service.

NetBackup KMS status code: 10

Message: Failed to modify Host Master Key

Explanation: The passphrase or ID is incorrect.

Recommended Action: Provide the correct ID and passphrase.

NetBackup KMS status code: 11

Message: Failed to modify Key Protection Key

Explanation: The passphrase or ID is incorrect.

Recommended Action: Provide the correct ID and passphrase.

NetBackup KMS status code: 12

Message: Failed to register OBVs with ORB

Explanation: Internal error.

Recommended Action: Please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 13

Message: Request timed out. NBSL service might be down.

Explanation: The timeout can be due to the following reasons:

- The user does not have the required permissions
- The NBSL service must be down

Recommended Action: Restart the NBSL service.

NetBackup KMS status code: 14

Message: Failed to establish a session with NBSL

Explanation: The service fails to establish a session with NBSL. There must be an invalid reference to the NBSL session.

Recommended Action: Restart the NBSL service.

NetBackup KMS status code: 15

Message: Failed to get Modifiable Facet Instance. KMS service might be down.

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 16

Message: Failed to narrow to Modifiable Facet Instance

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 17

Message: Failed to get Queryable Facet Instance. KMS service might be down

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 18

Message: Failed to narrow to Queryable Facet Instance

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 19

Message: Failed to get Control Facet Instance. KMS service might be down.

Explanation: Unable to invoke some KMS API.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 20

Message: Failed to narrow to Control Facet Instance

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 21

Message: Failed to get Exim Facet Instance. KMS service might be down.

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 22

Message: Failed to narrow to Exim Facet Instance

Explanation: Internal error.

Recommended Action: Restart the KMS service. If the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 23

Message: New Key Group creation is successful

Explanation: The new key group was created successfully.

Recommended Action: No action required.

NetBackup KMS status code: 24

Message: New Key creation is successful

Explanation: The new key was created successfully.

Recommended Action: No action required.

NetBackup KMS status code: 25

Message: Key Group details are updated successfully

Explanation: Key group details were updated successfully.

Recommended Action: No action required.

NetBackup KMS status code: 26

Message: Key details are updated successfully

Explanation: Key details were updated successfully.

Recommended Action: No action required.

NetBackup KMS status code: 27

Message: Key Group deletion is successful

Explanation: Key group successfully deleted.

Recommended Action: No action required.

NetBackup KMS status code: 28

Message: No Key Groups were found

Explanation: There are no key groups with the specified name or those key groups do not exist.

Recommended Action: Create the required key groups or try to list them with the correct name.

NetBackup KMS status code: 29

Message: No Keys were found

Explanation: There were no keys in the database to be listed.

Recommended Action: Create the required keys first.

NetBackup KMS status code: 30

Message: Host Master Key update is successful

Explanation: Host Master Key successfully updated.

Recommended Action: No action required.

NetBackup KMS status code: 31

Message: Key Protection Key update is successful

Explanation: Key Protection Key successfully updated.

Recommended Action: No action required.

NetBackup KMS status code: 32

Message: Missing or duplicate option: %s

Explanation: You missed an option or the option is duplicated.

Recommended Action: Use or add the missing option or remove the duplicate option.

For complete information on all of the NetBackup commands, see the NetBackup Commands Reference Guide.

NetBackup KMS status code: 33

Message: All of the options are mutually exclusive

Explanation: The options you used are mutually exclusive.

Recommended Action: Use a single option.

NetBackup KMS status code: 34

Message: Options %s %s are mutually exclusive

Explanation: The %s and %s options are mutually exclusive.

Recommended Action: Use a single option.

NetBackup KMS status code: 35

Message: Invalid option or value: %s

Explanation: The option %s is not valid in this context (command).

Recommended Action: Please provide valid options for this context (command).

NetBackup KMS status code: 36

Message: Unknown option used

Explanation: The option that you used is not valid.

Recommended Action: Please check the value of the option (can also be a spelling mistake) or provide a valid value.

NetBackup KMS status code: 37

Message: Invalid value for %s: %s

Explanation: The cipher value must not be valid.

Recommended Action: Please provide a valid value.

NetBackup KMS status code: 38

Message: Invalid value for %s: %s

Explanation: The state value is not valid.

Recommended Action: Please provide a valid value.

NetBackup KMS status code: 39

Message: Invalid operation

Explanation: You used an invalid command.

Recommended Action: Please check the NetBackup Commands Reference Guide.

NetBackup KMS status code: 40

Message: Failed to get Key Group details

Explanation: A key group with the given name does not exist in the KMS database.

Recommended Action: Check if that key group exists in the KMS database.

NetBackup KMS status code: 41

Message: Failed to get Host Master Key ID

Explanation: The host master key contains the encryption key that encrypts and protects the KMS data.

Recommended Action: Make sure that a valid keystore file is present.

NetBackup KMS status code: 42

Message: Failed to get Key Protection Key ID

Explanation: A Protection Key is used to encrypt the keys. This operation may be called when the keystore is either initialized or not initialized. A valid keystore file must be present for this call to succeed.

Recommended Action: Make sure that a valid keystore file is present. If the problem persists please contact NetBackup Support.

NetBackup KMS status code: 44

Message: Failed to get KMS service manager instance

Explanation: Unable to connect to the KMS service manager because of the following:

- KMS service manager is busy.
- KMS service manager has restarted.
- KMS service manager has stopped.

Recommended Action: Retry after a few minutes. If the KMS service manager has stopped, please restart the service.

NetBackup KMS status code: 45

Message: Failed to quiesce Keystore

Explanation: A quiesce sets the keystore in a read-only mode for backup.

Recommended Action: Retry after a few minutes; if the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 46

Message: Failed to unquiesce Keystore

Explanation: A quiesce sets the keystore in a read-only mode for backup; unquiesce operation restores it to normal state.

Recommended Action: Retry after a few minutes; if the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 47

Message: Failed to get keystore quiesce status

Explanation: Keystore quiesce operation failed.

Recommended Action: Retry after a few minutes; if the problem persists, please contact NetBackup Support and provide the relevant supporting materials.

NetBackup KMS status code: 48

Message: Key Store quiesce is successful

Explanation: No problems were detected with the requested operation.

Recommended Action: No action needed.

NetBackup KMS status code: 49

Message: Key Store unquiesce is successful

Explanation: No problems were detected with the requested operation.

Recommended Action: No action needed.

NetBackup KMS status code: 50

Message: Failed recover Key with known Tag

Explanation: The key cannot be recovered with the tag that you provided. A single KMS database cannot have two keys with the same tag. The key possibly (with the key tag you provided) already exists in the database.

Recommended Action: Delete the existing key and then try to recover the key or cancel the key recovery operation depending on the requirement.

NetBackup KMS status code: 51

Message: Key recovery is successful

Explanation: Successfully recovered the required key.

Recommended Action: No action needed.

NetBackup KMS status code: 52

Message: Failed to delete the Key

Explanation: Key deletion has failed. A possibility is that you did not provide the correct key (`-keyname`) and key group (`-kgname`) combination.

Recommended Action: Verify that you have provided the correct key and key group combination and then try to delete the key.

NetBackup KMS status code: 53

Message: Key deletion is successful

Explanation: The key is successfully deleted.

Recommended Action: No action needed.

NetBackup KMS status code: 54

Message: Authentication failed check NBAC credentials

Explanation: The user might not have the required permissions.

Recommended Action: Use an account that has the correct access permission for this NBAC operation. You can also add the user to right NBAC group and then try again.

NetBackup KMS status code: 55

Message: Access denied on this operation check NBAC permissions

Explanation: The user might not have the required permission.

Recommended Action: Use an account that has the correct access permission for this NBAC operation. You can also add the user to right NBAC group and then try again.

NetBackup KMS status code: 56

Message: Authorization failed check NBAC credentials

Explanation: The user might not have the required permissions.

Recommended Action:

NetBackup KMS status code: 57

Message: Nothing to modify

Explanation: Invalid combination of options in user command.

Recommended Action: Verify combination of options in your command.

NetBackup KMS status code: 58

Message: Keystore successfully exported

Explanation: Keystore is successfully exported.

Recommended Action: No action is needed.

NetBackup KMS status code: 59

Message: Failed to export keystore

Explanation: The error is caused by the following reasons:

- Failed to open key list file
- Failed to export keystore file
- Specified file already exists
- Failed to open secure keystore file
- Failed to write to secure keystore file

Recommended Action: Check the permissions where the exported file is saved. If the file already exists, export it with a different name.

NetBackup KMS status code: 60

Message: Successfully imported keystore file

Explanation: The keystore file is successfully imported.

Recommended Action: No action needed.

NetBackup KMS status code: 61

Message: Failed to import keystore file into the KMS Database

Explanation: The keystore import fails due to the following reasons:

- The secure keystore file cannot be opened
- There was an error reading the contents of the secure keystore file (incorrect format).
- Keystore file import failed.

During an import, when you import key groups with the [`-preserve_kgname`] option and that group already exists in KMS, the entire operation fails.

NetBackup KMS has a limit of 100 key groups. Each group has a limit of 30 keys. The operation fails if more than 100 key groups are imported.

Recommended Action: Take the following actions, depending on the scenario:

- Make sure that a valid keystore file is present.
- You must either delete or rename the existing key groups or exclude the [`-preserve_kgname`] option and rerun the import operation.
- You must delete existing unwanted key groups and rerun the import operation.

NetBackup KMS status code: 62

Message: Failed to read file. Please check the format and try again.

Explanation: The read operation failed as the format of the file was incorrect.

Recommended Action: Please check the format of the file and try again.

NetBackup KMS status code: 63

Message: You must provide the Salt value to recover the key

Explanation: For 7.7 and later versions, a salt is always generated when you create a new key. The same salt value must be provided when you want to recover that key.

Recommended Action: For recovery, you must provide the salt value of the deleted key if it was created with NetBackup 7.7 or later versions.

NetBackup KMS status code: 1287

Message: Invalid characters found in name: %s\n -- Valid character set: A-Z a-z 0-9, _, -, :, . and space -- Name should start with A-Z or a-z or 0-9

Explanation: Some unsupported characters were detected in the given name or the name is not in an acceptable format.

Recommended Action: Provide the name in the correct format.

Chapter 2

Media Manager status codes

This chapter includes the following topics:

- Media Manager status codes

Media Manager status codes

These status codes appear in the following: exit status and command output for most media and device management commands, media and device management user interfaces, and system or debug logs.

Media Manager status code 1

Message: request completed

Explanation: A requested operation was completed. The operation may have been one of several related operations for a particular task.

Recommended Action: None

Media Manager status code 2

Message: system error

Explanation: A system call failed. This status code is used for a generic system call failure that does not have its own status code.

Recommended Action:

- Check for other error messages in the command or the interface output to determine which system call failed.

- Check the system application log for error and warning messages.
- Verify that the system is not running out of virtual memory. If virtual memory is the problem, shut down unused applications or increase the amount of virtual memory.

  To increase virtual memory on Windows, do the following in the order presented:

  - Display the Control Panel.
  - Double-click **System**.
  - On the **Performance** tab, set **Virtual Memory** to a higher value.
- Verify that all of the product binaries are properly installed.
- Verify that no unexpected media and device management processes are in operation by running `vmps`. Some processes are expected to continue running. Others that continue to run can indicate a more serious problem, such as a hung system call.

Media Manager status code 3

Message: user ID was not superuser

Explanation: A user or process that did not have root privileges (on UNIX and Linux) or administrator privileges (on Windows) started the process.

Recommended Action: If appropriate, give the user or the process administrator privileges (on Windows) or root privileges (on UNIX and Linux) and retry the operation.

Media Manager status code 4

Message: invalid command usage

Explanation: A media and device management command was run with improper options, or an incompatibility between components or versions of the product exists.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the usage statement for expected usage and compare with the parameters being sent to start the new process.
- Verify that all media and device management binaries are at a compatible version level.

Media Manager status code 5

Message: daemon resources are busy

Explanation: A requested operation cannot be processed because resources were busy.

Recommended Action: Check the status of any resources that the requested operation uses. On a robotic inventory request, verify that the inventory operation completes within a reasonable time.

Media Manager status code 6

Message: invalid protocol request

Explanation: An invalid request was sent to a robotic process or operator request process.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the target components (for example, `vmd`, `nbemm`, and robotic processes on local or remote hosts). Then, verify that all of the media and device management binaries are at a compatible version level.

Media Manager status code 7

Message: daemon terminated

Explanation: The process is inactive or terminates (or has terminated) from the following: an event or signal or as a direct result of a request from an authorized user or process.

Recommended Action: If the targeted product component is needed but has terminated, restart the daemons or services on the targeted host.

Media Manager status code 8

Message: invalid media ID

Explanation: When a process performed a media-related operation, it encountered an empty or an incorrectly formatted media identifier. Or a media ID that was passed to it cannot be operated on as requested.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the media ID, where requested, is not blank.
- Ensure that the specified media IDs contain valid characters only: alphanumeric characters, the period (.), the plus sign (+), and the underscore (_). A hyphen (-) is also a valid character when not the first character in the media ID.
- If media are specified to be ejected from a library, ensure the following: they exist in the EMM database and are associated with the correct robot number.
- Ensure that the media ID is from 1 to 6 characters in length.
- Ensure that a valid media and seed were specified.
- If the operation is an inventory request for an ACS robot, use the `robtest` utility to verify the following: the ACS interface returns cleaning media IDs both in the query volume list and in the query cleaning volume list.

Media Manager status code 9

Message: invalid media type

Explanation: A process that performed a media-related operation encountered an unknown, missing, or incompatible media type specifier.

Recommended Action:

- If you run a robot inventory on a robot of type ACS ensure that the installed version of NetBackup supports and recognizes the vendor media type that the robot control software returns.
- If using a command-line interface directly, verify that a valid media type has been passed, according to `vmadd(1m)` command-line documentation.
- Ensure that an operation valid only for cleaning media has not been requested on a media ID that does not correspond to the cleaning tape.
- Ensure that the media type in all barcode rules is a valid media type or the ordinal zero (0), to represent the default media type.

Media Manager status code 10

Message: invalid barcode

Explanation: When a process performed a media-related operation, it encountered an unknown, missing, or incompatible barcode.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the barcode, where requested, is not blank.
- Ensure that the specified barcodes only contain the following valid characters: alphanumeric characters, the period (.), plus sign (+), and underscore (_). A hyphen (-) is also a valid character when it is not the first character in the media ID.
- Ensure that the number of characters in the barcode does not exceed the maximum that is allowed for the robot type.
- Ensure that the barcode tag in all of the barcode rules is a subset of a valid, supported barcode format.

Media Manager status code 11

Message: invalid description

Explanation: The volume description exceeds 25 ASCII characters in length, or contains unprintable characters.

Recommended Action: When you add or change a volume record or barcode rule record, ensure that the description field contains the following: no more than 25 ASCII characters that can be printed.

Media Manager status code 12

Message: invalid robot type

Explanation: A requested operation encountered a case where a specified robot type or a volume's robot type is different. It differs from the type of robot that is required to perform the operation in the current configuration.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a robot type that supports the volume's media type.

- Check the EMM database and ensure that the specified robot type agrees with the type for all volumes having the specified robot number.
- If a robot type is required for the requested operation, ensure that a robot type has been specified.

Media Manager status code 13

Message: invalid robot number

Explanation: The robot number was not specified or was not within the allowable range.

Recommended Action:

- Specify a robot number in the range from 0 to 32767.
- If you run `vmphyinv`, the global device database may not be updated, or the specified robot number may not be configured.

Media Manager status code 14

Message: invalid robot host

Explanation: A requested operation encountered a case where the following is true of the robot control host:

- It is not specified.
- It is not valid for the given robot type.
- It is not in an acceptable format.
- It exceeds the allowed length of a robot control host name.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- If possible, attempt the requested operation again with another user interface that supports the type of request.

Media Manager status code 15

Message: invalid volgroup

Explanation:

A requested operation encountered a case where the volume group:

- Is not specified
- Is not in an acceptable format
- Exceeds the allowed length of a volume group name

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a volume group where one is required to ensure that it contains the following:
  - 25 ASCII characters or less
  - No white space
  - No unprintable characters

Media Manager status code 16

Message: invalid robot coord1

Explanation: A requested operation encountered a missing or out-of-range robot slot number. Or a move by volume group residence was attempted when the volume did not originate from a valid robotic library slot.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a slot number (robot coordinate 1) where required and ensure that the number is within the allowable range for the given robot type.

Media Manager status code 18

Message: cannot allocate requested memory

Explanation: The allocation of system memory failed. This error occurs when insufficient system memory is available. The system may have too little physical and virtual memory to handle the current load of processes.

Recommended Action: Free up memory by terminating any unneeded processes that consume a lot of memory. Add more swap space or physical memory.

Media Manager status code 19

Message: invalid database host

Explanation: A requested operation encountered a missing or an invalid database host. Or a request was sent to a host that is running a version of the product that does not support the requested operation.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a valid EMM database host on which the following is running: a version of `nbemm` (the NetBackup Enterprise Media Manager) or an operator request daemon or process that supports the requested operation.

Media Manager status code 20

Message: protocol error

Explanation: Message communications (handshaking) was not correct.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation and examine the logs. Ensure that no whitespaces are embedded in the fields that do not allow embedded whitespace.

Media Manager status code 21

Message: cannot obtain daemon lockfile

Explanation: `vmd` (NetBackup Volume Manager daemon on UNIX and Linux; NetBackup Volume Manager service on Windows) or the operator request daemon or service cannot obtain an internal software lock.

Recommended Action: Check for the existence and permissions of the lock file itself and the lock file directory: `/usr/openv/volmgr/misc/vmd.lock` (UNIX and

Linux) or *install_path*\Volmgr\misc\vmd.lock (Windows). Create the directory or folder and adjust the permissions as needed so that vmd can obtain the lock: /usr/openv/volmgr/misc/vmd.lock (UNIX and Linux) or *install_path*\Volmgr\misc\vmd.lock (Windows).

Media Manager status code 22

Message: pool type change is not allowed for <CatalogBackup> pool

Explanation: An attempt was made to remove the catalog backup attribute of the default CatalogBackup pool.

Recommended Action: Verify that the appropriate pool name was used in this operation.

Media Manager status code 23

Message: database server is down

Explanation: A request was made to the EMM server, but the underlying database server does not respond.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- This error can occur if a cold catalog backup is in progress. Retry the request after this operation has completed.

Media Manager status code 25

Message: failed making the database directory

Explanation: nbpushdata cannot create a working directory during upgrade.

Recommended Action: Determine why the directory /usr/openv/tmp (UNIX and Linux) or *install_path*\tmp (Windows) cannot be created. Check to see what account nbpushdata was run under. Compare it against the security properties of the database folder.

Media Manager status code 26

Message: database open operation failed

Explanation: A database file cannot be opened.

Recommended Action:

Check for the existence and permissions of the following files in the `/usr/openv/var/global` directory (UNIX and Linux) or *`install_path`*`\NetBackup\var\global` folder (Windows):

- `external_robotics.txt`
- `external_densities.txt`
- `external_drivetypes.txt`
- `external_mediatypes.txt`

Media Manager status code 27

Message: database read record operation failed

Explanation: `nbpushdata` encountered a read error while reading an EMM database record.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- The EMM database may be corrupted. Restore an older EMM database from a saved version or from catalog backups.

Media Manager status code 28

Message: database read operation read too few bytes

Explanation: `nbpushdata` encountered a record that was smaller than expected while reading an EMM database record.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- The EMM database may be corrupted. Restore an older EMM database from a saved version or from catalog backups.

Media Manager status code 32

Message: database write record operation failed

Explanation: `nbpushdata` encountered an error while writing an EMM database record.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 34

Message: media ID not unique in database

Explanation: A volume entry being added to or changed in the EMM database had a media ID specified. The specified ID was a duplicate of the media ID for another volume already in the EMM database. All volumes in the EMM database must have a unique media ID.

Recommended Action:

- Examine the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- When you add volumes to the EMM database, specify a media ID that is unique.
- If you run `vmphyinv`, there may be two or more media in the tape library with the same media ID.

Media Manager status code 35

Message: volume does not exist in database

Explanation: A requested operation encountered a case where a volume query did not return a volume entry that matched the search criteria.

Recommended Action:

- Examine the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Ensure that volumes are configured properly on the EMM server that matches the EMM server configured for the robot or set of standalone drives. Use `tpconfig -d` to list the configured EMM server.
- Do the following so the volume query can find a matching volume: update the volume or the device configurations, specify the correct EMM server, modify volume properties, or adjust search criteria.
- If you run `vmphyinv`, none of the media satisfies the search criterion. As such, `vmphyinv` cannot inventory the tape library.

Media Manager status code 36

Message: barcode not unique in database

Explanation: A specified barcode in an added or a changed volume entry in the EMM database duplicated a volume barcode already in the database. All volumes in the EMM database must have a unique barcode.

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Query or sort volume records by barcode to identify the volume entry with the duplicate barcode.

Media Manager status code 37

Message: robotic volume position is already in use

Explanation: A robotic coordinate in an added or a changed volume entry in the EMM database duplicated a volume robotic coordinate in the database. (The robotic coordinate includes the slot number or the slot number and platter side.) All volumes in the EMM database must have unique robotic coordinates.

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Query or sort volume records by slot number to identify the volume entry with the duplicate robotic coordinate.

- Change (update or move volume) or delete the existing volume entry if it does not reflect the following: the correct robotic coordinate corresponding to the volume's storage position in the robotic library. If a volume is currently in a drive, the EMM database should still reflect the volume's home slot.

Media Manager status code 39

Message: network protocol error

Explanation: An attempt to read data from a socket failed.

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the protocol error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the server being connected to is operational.

Media Manager status code 40

Message: unexpected data received

Explanation: Message communications (handshaking) was not correct.

Recommended Action:

- Verify that the correct version of software is running on all servers.
- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the protocol error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation and examine the logs.
- Ensure that no embedded whitespaces exist in the fields that do not allow embedded whitespace.

Media Manager status code 41

Message: invalid media ID for naming mode

Explanation: A request to add multiple volumes with a first media ID and a media ID style failed. It fails because the media ID specified was not compatible with the media ID naming style provided.

Recommended Action: Provide a first media ID that fits the selected style. For example, the media ID style is two characters and four digits. Then, the least

significant four characters in the first media ID must be digits in the range from 0 to 9. Alternatively, select a media ID style that fits the specified first media ID.

Media Manager status code 42

Message: cannot connect to robotic software daemon

Explanation: A connection to a robotic software daemon or process cannot be established. This error can occur when a process tries to connect to the robotic process that is not running. It can also occur if the network or server is heavily loaded and has slow response time.

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the robotic process: look at the robot type and at the robot host on the robotic request or the robot host field of the volume being operated on.
- Verify that the robotic process to use for robotic control is available
  See "Media and device management components" in the NetBackup Logging Reference Guide.
  If necessary, start the robotic process.
- Ensure that only one configured robot control host exists for each TLD robot. Also ensure that all volumes in the volume configuration have a robot host that matches the configured robot control host.
- Change the volumes or reconfigure the robot in the device configuration as needed.
- Check the system log on the robot control host to see if the robotic process processes the requests when connections to it are attempted.

Media Manager status code 43

Message: failed sending to robotic software daemon

Explanation: An attempt to write data to a robotic software daemon or process socket failed.

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Identify the robotic process: look at the robot type and at the robot host on the robotic request or the robot host field of the volume being operated on. Verify that the robotic process to use for robotic control is available and that it handles requests.
- Identify the robot control host by checking the device configuration. Only one configured robot control host should exist for each TLD robot. All volumes in the volume configuration should have a robot host that matches the configured robot control host.
- Check the system log on the robot control host to see if the robotic process processes the requests when communications with it are attempted.

Media Manager status code 44

Message: failed receiving from robotic software daemon

Explanation: An attempt to read data from a robotic software daemon or process socket failed.

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the targeted robotic process: look at the robot type and at the robot host on the robotic request or the robot host field of the volume being operated on. Verify that the robotic process to use for robotic control is available and that it handles requests.
  See "Media and device management components" in the NetBackup Logging Reference Guide.
- Identify the robot control host by checking the device configuration. Only one configured robot control host should exist for each TLD robot. All volumes in the volume configuration should have a robot host that matches the configured robot control host.
- Check the system log on the robot control host to see if the robotic process handles requests when communications with it are attempted.

Media Manager status code 45

Message: failed changing terminal characteristics

Explanation: When an attempt was made to change the mode for terminal input between cooked and raw, a system call failed.

Recommended Action: Examine the user interface output for the system error that is associated with the failed system call. Then, troubleshoot according to the operating system vendor recommendations.

Media Manager status code 46

Message: unexpected data from robotic software daemon

Explanation: Message communications (handshaking) between a process and a robotic software daemon or process failed.

Recommended Action:

- Verify that the correct version of software is running on all servers.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation and examine the logs.
- Ensure that no embedded whitespaces exist in the fields that do not allow embedded whitespace.
- Check the system log on the robot control host for the errors that the robotic software logged.

Media Manager status code 47

Message: no entries changed

Explanation: A requested operation was completed, but no changes to the volume configuration or Media Manager configuration file were made. The administrator may have terminated an operation instead of continuing with proposed changes or the configuration file may already include the configuration entry that was to be added.

Recommended Action:

- No action is needed if the administrator aborted the change operation.
- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 48

Message: no entries deleted

Explanation: A delete volume(s) operation completed. No changes were made to the volume configuration.

Recommended Action:

- No action is needed, unless the volumes that were requested to be deleted were not deleted.
- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 49

Message: no entries inserted

Explanation: An insert volume(s) operation completed. No volumes were added to the volume configuration.

Recommended Action:

- No action is needed unless the volumes that were requested to be inserted were not inserted.
- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 50

Message: invalid change-entry request

Explanation: An invalid request to change volume information was sent to `vmd` on the EMM server.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the usage statement for expected usage and compare with the parameters being sent to start the new process.

Media Manager status code 51

Message: cannot auto-eject this robot type

Explanation: A request to change volume residence with media eject was sent to `vmd`, but the volume's robot type does not support automated media eject. (`vmd` is the NetBackup Volume Manager daemon on UNIX and Linux or NetBackup Volume Manager service on Windows.)

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the change volume residence requests are not sent to `vmd` on a system that runs an older, incompatible software version level. (The change volume residence requests are requests with eject for the robot type that is involved with a newer release version level.)

Media Manager status code 52

Message: cannot auto-inject this robot type

Explanation: A request to change volume residence with media inject was sent to `vmd`, but the volume's robot type does not support automated media inject. (`vmd` is the NetBackup Volume Manager daemon on UNIX and Linux or NetBackup Volume Manager service on Windows.)

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the change volume residence requests are not sent to `vmd` on a system that runs an older, incompatible software version level. (The change volume residence requests are requests with inject for the robot type that is involved with a newer release version level.)

Media Manager status code 53

Message: invalid volume move mode

Explanation: A robotic-related request was made that specifies a media movement option that is not supported by all of the affected software components.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the robotic request is sent to a system that runs a release version of the software that supports the particular request.

Media Manager status code 54

Message: robot number and robot type mismatch

Explanation: A request was made to add or change volumes in the volume configuration. The robot number to be associated with a volume is already in use. It is associated with another volume in a robot with the same number but of another robot type.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the robot numbers are unique for each physical robot in the EMM database. Delete and re-add a robot. Use a unique robot number if duplicate robot numbers are in use. Use a media management interface to identify the robot numbers that are currently in use for all of the volumes in the volume configuration. If you use a command-line interface, specify the correct robot type for the robot number that is associated with the request.

Media Manager status code 55

Message: robot number and volume group mismatch

Explanation: A request was made to add or change the volumes in the volume configuration. The robot number and the volume group that is associated with the volume configuration changes are in conflict with the requirements for volume groups. All of the volumes in a volume group are required to have the same residence and that includes having the same robot number.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Ensure that the specified robot number and volume group are compatible. If the volumes in the volume group have a given robot number, then the volumes with a different robot number cannot be added to that volume group. The volumes cannot be moved directly from one robotic volume group to another robotic volume group. The intermediate steps (some volume entries are changed and some are not) would cause a conflict with the robot numbers. Choose a different volume group on the request, or let the volume group be selected automatically. The volume group selection depends on the specific interface being used.

Media Manager status code 57

Message: error auto-generating volume group

Explanation: A request was made to add or change the volumes in the volume configuration by using automatic generation of the volume group name. A unique volume group name cannot be generated because all of the available combinations have already been used.

Recommended Action: Consolidate the volumes into volume groups within the targeted robot number so that a new volume group can be generated automatically or provide a specific volume group name.

Media Manager status code 58

Message: daemon cannot obtain socket

Explanation: `vmd` cannot bind to its socket. (`vmd` is the NetBackup Volume Manager daemon on UNIX and Linux and the NetBackup Volume Manager service on Windows.) When `vmd` attempts to bind to its configured port number, the system call fails. The call fails usually because another process acquired the port before the `vmd` daemon or service started.

Recommended Action:

- Examine the daemon debug log for a more detailed message on the system error.
- If another process has the port, use other system commands to determine the process. Based on the result, either change the port number in your services file or map, or terminate the process that has acquired the port.
- UNIX and Linux only: Another possible cause for this error is the use of the `kill` command to terminate `vmd`. To stop `vmd`, the recommended method is to use the command-line request, `vmctrldbm -t`. The use of the `kill` command to

stop this process can leave it unable to bind to its assigned port the next time it restarts. When the socket problem occurs, the daemon debug log contains lines similar to the following:

```
unable to obtain bound socket, Address already in use (125)
```

Media Manager status code 59

Message: daemon failed accepting connection

Explanation: `vmd` cannot accept a new connection due to a system call failure. (`vmd` is the NetBackup Volume Manager daemon on UNIX and Linux and the NetBackup Volume Manager service on Windows.)

Recommended Action:

- Examine the daemon debug log for a more detailed message on the system error. Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Obtain the specific system call failure from the debug log and investigate the operating system functionality that is related to the failure.

Media Manager status code 60

Message: cannot perform operation on this host

Explanation: A requested operation is not functional on a particular host.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Initiate the robot inventory update only on the host where the robotic control and drives are configured.

Media Manager status code 61

Message: robot number and robot host mismatch

Explanation: A request is made to add or change volumes in the volume configuration or to issue a robot inventory update request. A specified robot host differs from the robot host for other volumes in the same robot (defined as those

volumes having the same robot number). All volumes in the EMM database that have a given robot number (for instance, 0) must have the same robot host name.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify the robot host in the device configuration to be the same case-sensitive host name on all hosts where the robot is configured. Re-issue the request. As an alternative, use move-by-volume group to move all of the volumes logically from a robotic volume group to standalone and then back into the robot. Specify the robot host as the host name that is used in the robot configuration. Then, re-issue the request.

Media Manager status code 62

Message: failed redirecting input to pipe

Explanation: A system pipe cannot be created.

Recommended Action: Check the interface output for the specific system error and investigate the operating system functionality that is related to the failure.

Media Manager status code 63

Message: child process killed by signal

Explanation: An unexpected signal terminated a robot inventory update process.

Recommended Action: Examine the interface output and debug logs for a more detailed message error. Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 64

Message: no child process to wait for

Explanation: A media management interface attempted to wait for a child process to complete, but found that no such child process existed.

Recommended Action:

- Examine the interface output and debug logs for a more detailed message error. Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation (or try to use a different media management interface) and examine the logs.

Media Manager status code 65

Message: volume group does not exist

Explanation: During a request process, the volume group cannot be found within the existing volume entries in the EMM database.

Recommended Action:

- Examine the interface output and debug logs for a more detailed message error. Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check for data integrity or consistency problems in the EMM database by using a media management interface. Delete or move the volume entries so that the volume group issues are corrected.

Media Manager status code 67

Message: unable to send exit status

Explanation: `vmd` cannot send the status of a requested operation to the requestor. (`vmd` is the NetBackup Volume Manager daemon on UNIX and Linux and the NetBackup Volume Manager service on Windows.)

Recommended Action:

- Examine the daemon debug log for a more detailed message on the system error. Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Obtain the specific send or write system call failure from the debug log, and investigate the operating system functionality that is related to the failure.

- Use the following steps to check whether the command or the application interface that sends the request aborts prematurely: enable `reqlib` debug logs, retry the operation, check the debug logs, and observe the application interface output.

Media Manager status code 68

Message: too many volumes in volume group

Explanation: A request was made to add or change the volumes in the volume configuration, but the volume number was at its allowable limit. The limit is based on the number of volumes that are allowed in a particular type of robot.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check to see if the volumes are defined in the EMM database. They may be defined in the EMM database that is associated with a slot number zero that may not exist in the robot. Run a robot inventory. Show the contents of the robot report and observe the starting slot number. If the starting slot number is one and a volume is defined in the robot at slot zero, delete the volume entry or move it to a standalone so that the remaining available media slots can be used.

Media Manager status code 69

Message: failed sending request to `vmd`

Explanation: A request cannot be sent to `vmd` or to `oprd`, even though the initial connection to the server process was successful. (`vmd` is the NetBackup Volume Manager daemon on UNIX and Linux or NetBackup Volume Manager service on Windows; `oprd` is the operator request daemon or process.)

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check to see whether the `vmd` or the `oprd` process continues to run once it receives the connection from the requestor. Run `netstat -a` or an equivalent socket diagnostic utility. Check the following to see if the server process is hung up:

- Daemon debug log on the server-side system
- Process status of `vmd` or `oprd`

Media Manager status code 70

Message: cannot connect to `vmd` [on host *host name*]

Explanation: A process times out while connecting to either `vmd` (the NetBackup Volume Manager daemon on UNIX and Linux or NetBackup Volume Manager service on Windows) or to `oprd` (the operator request daemon or process). This problem can occur when a connection is attempted and the server process is not running. It also can occur if the network or server is heavily loaded and has a slow response time.

Recommended Action:

- On the host where `vmd` is the recipient of the connection, verify that the daemon or the service is running. (The host is the Media Manager host, the Device Host, or the EMM server.) If the daemon or the service is not running, start it. On Windows, `vmd` is the NetBackup Volume Manager service.
- If `vmd` is already running, examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the correct host names are defined in the configuration.
- Check the services file. On UNIX and Linux, verify that the `/etc/services` file (and NIS services if NIS is used) has entries for the `vmd` service. (Note that the `vmd` service always starts `oprd`.) On Windows, verify that the `%systemroot%\system32\drivers\etc\services` file has the correct entry for `vmd`. Also verify that the `vmd` port number in the services file agrees with the port number configuration. The port number is noted in the man page for `vmd`(1M).
- Verify that all of the operating system patches or service packs are installed.
- Ensure that the Media Manager configuration is not tuned so that the load on `vmd` exceeds its ability to service requests. Look for entries in the `vm.conf` file that increase the load. Consider placing the EMM database on a higher performance server and file system if performance is an issue. To reduce the number of volumes in the volume configuration, use inventory filtering for the robot types that support it
- Check the utilities, such as `ipcs -a`, to ensure that the shared memory functions properly. The `oprd` process may not respond because it cannot attach to shared memory.

Media Manager status code 71

Message: failed sending to `vmd`

Explanation: An attempt to write data to a `vmd` socket failed. `vmd` is the NetBackup Volume Manager daemon (UNIX and Linux) or NetBackup Volume Manager service (Windows).

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the system where `vmd` is running. The system usually is termed the Media Manager host or the EMM server and it defaults to the local system in some user interfaces. Possible causes for the error are a high network load, missing operating system patches or service packs, or an unexpected `vmd` process failure.

Media Manager status code 72

Message: failed receiving from `vmd`

Explanation: An attempt to read data from a `vmd` socket failed. `vmd` is the NetBackup Volume Manager daemon (UNIX and Linux) or NetBackup Volume Manager service (Windows).

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the system where `vmd` is running. The system is usually termed the Media Manager host or the EMM server and it defaults to the local system in some user interfaces. Possible causes for the error are a high network load, missing operating system patches or service packs, or an unexpected `vmd` process failure. Also, the socket read may have failed because the requested operation did not complete within a specified time period. The robotic process and `vmd` interactions can affect some requests to `vmd`; check the system log for errors on the robotic control host.

Media Manager status code 73

Message: invalid query type

Explanation: An invalid volume query request was attempted.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that all Media Manager and user interface binaries are at a compatible version level.

Media Manager status code 74

Message: invalid number of cleanings

Explanation: A request was made to change the number of cleanings that remains for one or more volumes in the volume configuration. When the request was made, the specified value was not within the acceptable range. The number of cleanings value may also be invalid in the number of mounts or cleanings field of a barcode rule.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify the number of cleanings value in the range from 0 to 2,147,483,647.

Media Manager status code 75

Message: invalid change type

Explanation: An invalid volume change request was attempted.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that all of the Media Manager and user interface binaries are at a compatible version level.

Media Manager status code 76

Message: cannot get host name

Explanation: The system call `gethostname(3C)` failed during an attempt to obtain the name of the local host.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Obtain the specific system call failure from the debug log and investigate the operating system functionality that is related to the failure. Run the `hostname` system command to see if the command operates correctly.

Media Manager status code 78

Message: barcode does not exist in database

Explanation: A query volume by barcode request did not return a volume entry having the specified barcode, or barcode and media type.

Recommended Action:

- Examine the daemon and the `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the volumes are properly configured in the EMM database. Use the `tpconfig -d` command to list the configured EMM server. Select the current server (the one being administered) to be the same as the host, which is the correct EMM server. Do the following so that the volume query can find a matching volume: update the volume or the device configurations, modify the volume properties, or adjust the search criteria as needed. For media in their correct slot locations, run the Rescan or the update barcode request so that the barcode field in the volume configuration matches the actual barcode as interpreted by the robotic library barcode reader.

Media Manager status code 79

Message: specified robot is unknown to `vmd`

Explanation: A request was made to query volumes by residence. No volumes were found in the targeted volume configuration that matched the provided robot number, robot type, and robot host.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the volumes are properly configured in the EMM database. Use the `tpconfig -d` command to list the configured EMM server. Select the current server (the one being administered) to be the same as the host, which is the correct EMM server. Perform the following so the volume residence query can find a matching volume: update the volume or the device configurations, modify the volume properties, or adjust the search criteria as needed.

Media Manager status code 80

Message: cannot update database due to existing errors

Explanation: The `vmphyinv` command is unable to update the EMM database because of the existing errors. The errors can be as follows:

- A Media Manager volume record belongs to a different robot with the same media ID as the media ID that was read by the tape header.
- The media type, the media GUID, or the volume pool of an assigned volume record needs to be changed.
- A barcode conflict is detected and `vmphyinv` needs to change the barcode of the existing volume record.

Recommended Action: The `vmphyinv` command generates a list of errors. Examine the output and resolve all of these errors before you run the utility again.

Media Manager status code 81

Message: robot type and volume group mismatch

Explanation: A request was made to add volumes or change volume residences in the volume configuration. The robot type and volume group that is associated with the volume configuration changes are in conflict with the requirements for volume groups. All volumes in a volume group are required to have the same residence, which includes having the same robot type. A requested operation may have tried to associate the special No Volume Group name "---" with a robotic residence.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the specified robot residence and the volume group are compatible with other volumes in the volume configuration that are in the specified volume group. Do not move volumes in the special No Volume Group name to a robotic residence without moving them to a new or auto-generated volume group. Choose a different volume group on the request, or let the volume group be automatically selected. The volume group selection depends on the specific interface being used.

Media Manager status code 82

Message: robot host and volume group mismatch

Explanation: A request was made to add volumes or change volume residences in the volume configuration. The robot host and volume group that is associated with the volume configuration changes are in conflict with the requirements for volume groups. All volumes in a volume group are required to have the same residence. This residence includes having the same robot host, where robot host equivalence is defined as having the same case-sensitive robot host string.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the specified robot residence and volume group are compatible with other volumes in the volume configuration that are in the specified volume group. Do not try to add volumes for a robot host by using a different form of the robot host name. For example, `acme` is not the same as `acme.example.com`. Use the same host name that is used for other volumes in the volume group. If the robot host needs to be changed for volumes in a volume group, do the following: use a single move volume group request (available only in certain media management interfaces) to move the volume group to a standalone residence. Then, move the volume group back to the robotic residence. Specify the robot control host that you want to be associated with the new volume group.

Media Manager status code 83

Message: device management error

Explanation: One of the device management errors occurs during the execution of `vmphyinv`.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 84

Message: this machine is not the database host

Explanation: A request was made to initiate `vmd` on a host other than the local host. `vmd` is the NetBackup Volume Manager daemon (UNIX and Linux) or NetBackup Volume Manager service (Windows).

The `vmd` port numbers other than the default or use of unsupported options can affect the referenced host and port in the interfaces that start `vmd`.

Recommended Action:

- Initiate `vmd` on the local host only, by logging on to the host where `vmd` needs to run Start `vmd` on that host. On UNIX and Linux, run `/usr/openv/volmgr/bin/vmd [-v]`. On Windows, start the NetBackup Volume Manager service in Services of the system Control Panel.
- If more information is needed to explain the problem, examine the command output, debug logs, and system logs for a more detailed message on the error. See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Make sure that the port numbers are consistent.

Media Manager status code 85

Message: volume daemon fork failed

Explanation: A Media Manager daemon or service cannot create a child process due to an error from the system. This error probably is intermittent, based on the availability of resources on the system.

Recommended Action:

- Restart the service at a later time and investigate the system problems that limit the number of processes.

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 86

Message: failed opening tmp output file

Explanation: The `vm.conf` file or temporary working file cannot be opened.

Recommended Action: On UNIX and Linux, check for the existence and permissions of the `/usr/openv/volmgr/misc` directory, `/tmp` directory, and `/usr/openv/volmgr/vm.conf` file. On Windows, check for the existence and the security properties of the *`install_path`*`\Volmgr\vm.conf` file.

Media Manager status code 87

Message: failed redirecting tmp output file

Explanation: The system call `dup2(3C)` failed during an attempt to direct interface output from a temporary file to the process's standard output.

Recommended Action: Investigate the operating system functionality that is related to the resource limits on the number of open files. Ensure that extraneous signals do not interrupt the processes.

Media Manager status code 88

Message: failed initiating child process

Explanation: A command cannot be run. This error can occur due to the following: the command permissions do not allow it to be run or system resources such as memory and swap space are insufficient.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the permissions on the `vmcheckxxx`, `vmupdate`, and `oprd` binaries, and (on Windows only) the `rdevmi` installed binary.

Media Manager status code 89

Message: another daemon already exists

Explanation: `vmd` (the NetBackup Volume Manager daemon on UNIX and Linux or NetBackup Volume Manager service on Windows) tries to initialize and found that it was already running, according to the daemon or the service lock file.

Recommended Action: Check to see if `vmd` is already running. Do not try to start another `vmd` daemon or service until you first shut down the daemon or the service that is running. Stop the `vmd` that is running with `vmctrldbm -t`. On Windows, use the system Services interface. If the daemon or the service unexpectedly terminated, remove the lock file. The lock file is `/usr/openv/volmgr/misc/vmd.lock` (UNIX and Linux) or *`install_path`*`\Volmgr\misc\vmd.lock` (Windows). Then, restart `vmd`.

Media Manager status code 90

Message: invalid volume pool

Explanation: A request was made to add volumes, change the volume pool for a volume, add a barcode rule, or change a barcode rule. However, the volume pool name or number that is associated with the requested change is in conflict with the requirements for volume pools.

These requirements are as follows:

- Volumes in scratch pools cannot be assigned until they are first moved to another pool.
- Volume pool numbers cannot be negative.
- Volume pool names must consist of from 1 to 20 printable ASCII characters with no embedded whitespace.
- The None volume pool is the only valid pool for the barcode rule entries that specify cleaning a media type.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the specified volume pool does not violate the requirements noted. Use the `vmpool` command to display the pool information. Use the `vmrule` command to display the barcode rule information. Add or change the volume

pools and barcode rules as needed to rectify inconsistencies in cases where the databases are inconsistent or corrupted.

Media Manager status code 92

Message: cannot delete assigned volume

Explanation: A delete request was made to a volume and the volume is currently assigned.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Assigned volumes cannot be deleted. If no worthwhile data is on the volume, unassign the media by using the appropriate application interface (it is `bpexpdate` for NetBackup). Then retry the delete volume request.

Media Manager status code 93

Message: volume is already assigned

Explanation: A request was made to assign a volume and the volume was already assigned.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Do not try to manually assign any volumes that are already assigned, because it is not valid except for one condition: you can assign volumes for NetBackup catalog backups if the volume is already assigned for NetBackup catalog backups. Always use barcodes that are unique in the six least significant characters across all media in all of the robots, or use media ID generation rules to ensure that unique media IDs are generated in a robot inventory update.

Media Manager status code 94

Message: volume is not in specified pool

Explanation: A request was made to assign a volume from a specified volume pool. The volume was in a different volume pool.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- When you assign volumes manually, specify the volume pool that is associated with the volume. Always use barcodes that are unique in the six least significant characters, across all media in all of the robots, or use media ID generation rules to ensure that unique media IDs are generated in a robot inventory update.

Media Manager status code 95

Message: media ID is not the specified media type

Explanation: A request was made to assign or add a volume of a specified media type. The volume or physically similar volumes have a different media type.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- When you use the robot inventory update to make changes to the volume configuration, do the following: ensure that all of the volumes of the same physical cartridge type map to a single media type, such as HCART. This check ensures that all of the media in the robotic library can be mounted on drives with a compatible drive type.
- When you assign the volumes manually, specify the media type that is associated with the volume. Always use barcodes that are unique with respect to the six least significant characters, across all of the media in all of the robots. You can also use media ID generation rules to ensure that the unique media IDs are generated when you use the robot inventory update.

Media Manager status code 96

Message: oprd returned abnormal status

Explanation: A request that the `oprd` services (the operator request daemon or process) returned an abnormal status.

Recommended Action:

- On Windows, when you auto-configure devices or initiate the NetBackup Device Manager service from a graphical or a command line interface, ensure that the service is not disabled in the system services configuration.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- In general, any device management-related errors that occur on a particular host accompany the operator request daemon or process and remote device management errors. Check for errors in the debug and the system or the application logs on the host where `oprd` was started or where it is running. The host is often a targeted device host or scan host.

  The kinds of failed requests that `oprd` services can include the following:

  - Down, up, or reset drives
  - Change drive comments
  - Deny or resubmit mount requests
  - Assign drives
  - Start or stop `ltid`
  - Obtain `ltid` status
  - Display drive status
  - Manage pending actions
  - Set NDMP attributes
  - Configure devices
  - Clean drives
  - Obtain host version and device configuration information
  - Scan shared drives

Media Manager status code 97

Message: rule does not exist in rule database

Explanation: A request was made to change or delete a barcode rule, but the barcode rule with the specified barcode tag cannot be found.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- List the configured barcode rules in the EMM database. Adjust the barcode tag that is specified on the change request, the delete request, or the targeted host. Then, the barcode rule is found when the request is retried.

Media Manager status code 101

Message: media type and volume group mismatch

Explanation: A request was made to add volumes or change volume residences in the volume configuration. The media type and volume group that are associated with the volume configuration changes are in conflict with the requirements for the volume groups. All of the volumes in a volume group are required to have the same residence that also includes having the same media type. The media types that are used for data and their associated cleaning media types are considered to be the same with regard to volume group restrictions.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the specified media type and volume group are compatible with other volumes in the volume configuration that are in the specified volume group. Choose a different volume group on the request, or let the volume group be automatically selected. The volume group selection depends on the interface that is being used.

Media Manager status code 102

Message: invalid pool database entry

Explanation: The volume pool database is corrupt. It contains some records that are not compatible with the installed product binaries.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Use `vmpool` to investigate the integrity of the volume pool database. The daemon debug log file should indicate the expected number of fields and the found number of fields in the pool record. Restore a saved version of the pool database if the pool database cannot be manually corrected.

Media Manager status code 104

Message: failed appending to pool database

Explanation: A request was made to add, change, or delete a volume pool in the volume pool configuration, but the pool record cannot be appended to the volume pool database file.

Recommended Action:

- Examine the daemon debug log for a more detailed message on the system error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Examine the permissions and the available file system space for writing to the database as follows:
  - On UNIX and Linux: `/usr/openv/volmgr/database/poolDB`
  - On Windows: *`install_path`*`\Volmgr\database\poolDB`

Media Manager status code 105

Message: poolname is not unique in pool database

Explanation: A request was made to add a volume pool in the volume pool configuration. The pool name that is specified is a duplicate of the name for an existing volume pool.

Recommended Action: On the add volume pool request, specify a volume pool name that is not already in use on the targeted EMM database host.

Media Manager status code 109

Message: pool does not exist in pool database

Explanation: A requested operation encountered a case where the specified volume pool was not found in the volume pool configuration. The requests that can return this error code are as follows:

- Add, change, delete, or query volume pool
- Add or change barcode rule
- Add or change volume
- Query scratch volumes
- Robot inventory report or update

Recommended Action:

- Examine the daemon and the `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the volumes are properly configured on the EMM server. Use the `tpconfig -d` command to list the configured EMM server. Select the current server (the one being administered) to be the same as the host that is the correct EMM server for a targeted device.
- Do the following so that the requested operation can find the requested volume pool: update the volume or the device configurations, modify the volume properties, or adjust the search criteria as needed. Investigate the inconsistencies between the EMM database and the volume pool database, and restore or correct those databases from a previous state, as needed.

Media Manager status code 110

Message: pool is in use

Explanation: The operation on a media pool failed because the media pool is in use.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the integrity of the file system and volume pool database as follows:
  - On UNIX and Linux: `/usr/openv/volmgr/database/poolDB`
  - On Windows: *`install_path`*`\Volmgr\database\poolDB`
- Make sure that the media pool is not in use by some other table like barcode rule.

Media Manager status code 111

Message: the specified pool is not empty

Explanation: A request was made to delete a volume pool. Either the volume pool was not empty, or it could not be determined whether or not the volumes were still associated with the specified volume pool.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use a media management interface to query for the volumes that are associated with the pool specified for deletion. Ensure that all of the volumes in a volume pool are associated again with another pool before trying to delete the volume pool. Use the change volume operations to change the volume pool for a volume.

Media Manager status code 112

Message: no pools in the pool list

Explanation: Unexpectedly, the volume pool list is empty.

Recommended Action: The volume pool list should contain a minimum of the following four pools: None, NetBackup, Catalog Backup, and DataStore. Investigate the integrity of the EMM database. Restore the EMM database from catalog backups.

Media Manager status code 113

Message: invalid expiration date

Explanation: A request was made to change the media expiration for one or more volumes in the volume configuration, but the date specified was not valid.

Recommended Action:

When you change the media expiration, provide the date in the format specified by the media management interface documentation.

Media Manager status code 114

Message: invalid maximum mounts

Explanation: A request was made to change the limit for the number of times a volume can be mounted with write access for one or more volumes in the volume configuration. The specified value is not within the acceptable range. The maximum

number of mounts value may also be invalid in the number of mounts or cleanings field of a barcode rule.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a maximum mounts value in the range from 0 to 2,147,483,647.

Media Manager status code 115

Message: volume has passed expiration date

Explanation: A request was made to assign a volume and the volume expiration date has expired in relation to the current system date.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Extend the active life of the physical media: change the volume expiration date to a future date in relation to the current system date or time. Alternatively, replace the media with the other media that still contains useful life. Check the system date and time and reset it as needed.

Media Manager status code 116

Message: volume has exceeded maximum mounts

Explanation: A request was made to assign a volume. The volume's number of mounts exceeds the maximum number of mounts allowed for the volume.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Extend the active life of the physical media by increasing the volume's maximum number of mounts or setting the maximum number of mounts to infinite. Alternatively, replace the media with other media that still contains useful life.

Media Manager status code 117

Message: operation not allowed on cleaning cartridge

Explanation: A request was made to change a volume's expiration or maximum number of mounts. The operation is not allowed because the volume is a cleaning cartridge.

Recommended Action:

- If the volume is a cleaning cartridge, perform a valid operation such as changing the number of cleanings that remain for the cleaning cartridge.
- If the volume's media type cannot be determined, examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- If the targeted volume is incorrectly configured as a cleaning tape, delete the cleaning volume. Then, update the volume configuration using options to define a new volume with the appropriate media type.

Media Manager status code 118

Message: cannot delete one of the default volume pools

Explanation: An attempt was made to delete one of the special, predefined volume pools. The None, NetBackup, Catalog Backup, and DataStore volume pools are fixed volume pools in the volume pool configuration and cannot be deleted.

Recommended Action: Do not attempt to delete the None, NetBackup, Catalog Backup, and DataStore volume pools.

Media Manager status code 119

Message: invalid rule database entry

Explanation: The barcode rule database is corrupt. It contains records that are not compatible with the installed product binaries.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use `vmrule` to investigate the integrity of the barcode rule database. The daemon debug log file should indicate the number of expected fields and the number of

found fields in the barcode rule record. Restore a saved version of the barcode rule database if the barcode rule database cannot be manually corrected.

Media Manager status code 121

Message: failed appending to rule database

Explanation: A request was made to add, change, or delete a barcode rule. A barcode rule record cannot be appended to the barcode rule database file.

Recommended Action: Examine the daemon debug log for a more detailed message on the system error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 122

Message: barcode tag is not unique in rule database

Explanation: A request was made to add a barcode rule. The specified barcode tag was a duplicate of the tag for an existing barcode rule.

Recommended Action: On the add barcode rule request, specify a barcode tag that is not already in use.

Media Manager status code 126

Message: not authorized to connect to `vmd`

Explanation: A caller requesting services from `vmd` is either not authenticated or not authorized, or a problem is encountered when two systems attempt to authenticate one another.

Recommended Action:

- See the NetBackup Security and Encryption Guide for information on `vmd` security.
  `vmd` security is based on NetBackup authentication or authorization and the media server entries defined in `bp.conf/Host Properties` on the master server for the specific NBU domain.
- Examine the debug log files for a more detailed message on the authentication or the authorization problem.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Correct the `vmd` security configuration by modifying the authentication configuration.

  Note: Ensure that both the source and the destination machines are within a single NBU domain.

- If an authentication problem (rather than a configuration issue) is suspected, do the following:
  - Check the `methods_allow.txt` files on the systems that have problems to ensure that authentication is enabled. The files are in the following locations:
    On Windows: *`install_path`*`\NetBackup\var\auth`
    On UNIX and Linux: `/usr/openv/var/auth`
  - On the systems that have the authentication problem, remove the remote host that is not authenticated from the `methods_allow.txt` file.
    For example, if Host A and Host B have the problem, remove Host A from the file on Host B, and vice versa.
    Retry the operation. If the problem still exists, the connection problems are not related to authentication.
  - Add back the removed hosts and retry the operation.

Media Manager status code 127

Message: unable to generate a unique media ID

Explanation: A request was made to add volumes in the volume configuration by using the robot inventory update or by using a media ID seed. A unique media ID was not generated because the "use seed" option was not specified, or because the available media ID combinations were used up.

Recommended Action: If you use robot inventory update, either ensure that all of the media in the robotic library have readable barcode labels, or request updates by using a seed to generate media IDs for non-barcoded media automatically. If the volumes are added by specifying a seed, use a seed that allows media ID character combinations beyond those already in use. To identify the slot that is associated with the media that may not have a readable barcode, examine the command output.

Media Manager status code 129

Message: invalid drive name

Explanation: A request was made to the EMM/DA for a shared drive, and the drive name was not recognized.

Recommended Action:

- Examine the daemon and the `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the drive name is from 1 to 48 ASCII characters in length. The following special characters are allowed: period (.), plus (+), minus (-), and underscore (_).
- Verify that the correct version of software is running on all of the servers.

Media Manager status code 130

Message: requested drive is already reserved

Explanation: A request was made to reserve a shared drive with the EMM/DA, but the drive was already reserved for another host.

This error is a normal occurrence when the drive resources are oversubscribed for either of the following reasons:

- Independent schedulers or applications access the same pool of drives
- Hardware or media errors cause some drives that are allocated to jobs to become unavailable.

Recommended Action:

- Check the system log and the application (`bptm`) debug log to determine if hardware or media errors have caused the drives to become unavailable.
- If more information is needed on the drive reservation problem, examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 131

Message: requested drive is not registered for host

Explanation: A request was made to reserve a shared drive with the EMM server. The requesting host did not register the drive, although that host had registered other drives.

This abnormal condition can occur when two different hosts with the same name registered different drive lists with the EMM server and one of those hosts requested a drive reservation. (The same host name occurs when the `SSO_HOST_NAME` entries in the `vm.conf` file override the local host name.)

Recommended Action: Use unique (non-duplicate) strings for host names and the `SSO_HOST_NAME` configuration file entries.

Media Manager status code 132

Message: requested drive is not currently registered

Explanation: A request was made to reserve or release a shared drive with the EMM server. The requesting host or any other host has not registered the drive.

Recommended Action: This condition is abnormal. It can occur when the EMM server was stopped and restarted. This situation is automatically handled because the requesting host re-registers its drives with the EMM server when this error is encountered.

Media Manager status code 133

Message: requested drive is not reserved by host

Explanation: A request was made to release a shared drive with the EMM server. The requesting host did not reserve the drive, although it was reserved for another host.

This condition is abnormal. It can occur if a network problem or a suspended process exists, as in the following examples:

- Host A reserves a shared drive.
- Host A becomes unavailable for some time and is unable to communicate with other hosts.
- Host B determines that the host having the reservation (Host A) is no longer available. Host B then makes a request to the EMM/DA denoting Host A as unavailable.
- Another host (such as Host A or Host C) reserves the drive.
- The host that originally owned the drive reservation tries to release the drive.

Recommended Action: Correct the network or the process problem that led to the communications problem. Ensure that unique non-duplicate strings are used for host names and for the `SSO_HOST_NAME` configuration file entries.

Media Manager status code 134

Message: requested drive is not currently reserved

Explanation: A request was made to the EMM/DA to release a shared drive, but none of the hosts reserved the drive.

This condition is abnormal. It can occur if there a network problem or a suspended process exists, as in the following examples:

- Host A reserves a shared drive.
- Host A becomes unavailable for some time and is unable to communicate with other hosts.
- Host B determines that the host having the reservation (Host A) is no longer available. Host B then makes a request to the EMM/DA denoting Host A as unavailable.
- The host that originally owned the drive reservation tries to release the drive.

Recommended Action: Correct the network or the process problem that led to the communications problem. Ensure that unique non-duplicate strings are used for host names and for the `SSO_HOST_NAME` configuration file entries.

Media Manager status code 135

Message: requested host is not currently registered

Explanation: A request was made to the EMM/DA to reserve or release a shared drive or designate a host as unavailable. The host (that reserved or released the drive or that was designated as unavailable) was not registered with the EMM/DA.

This condition is abnormal and can occur in the following situations:

- The EMM server was stopped and restarted. This situation is automatically handled, because the requesting host re-registers its drives with the EMM server when this error is encountered.
- A host was unregistered with the EMM server and another host declared the host to be unavailable.

Recommended Action: If the host was declared as unavailable, determine whether it should be available. Correct the underlying network problems or restart `ltid` (the device daemon on UNIX and Linux or NetBackup Device Manager service on Windows).

Media Manager status code 136

Message: invalid host name

Explanation: A device host was added to the Media Manager configuration, or a request was made to the EMM server and the host name exceeded the allowable length.

Recommended Action: Limit the host names to 256 ASCII characters or less.

Media Manager status code 137

Message: oprd request is not supported on the remote host

Explanation: An invalid request was sent to the operator request process.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the targeted host. Verify that all of the Media Manager binaries on that host are at a compatible version level with the other hosts that are part of the configuration. Update the software version as needed.

Media Manager status code 138

Message: media generation rule already exists

Explanation: You or a NetBackup media management interface attempted to add a `MEDIA_ID_BARCODE_CHARS` rule that already exists. The same rule cannot be added twice.

Recommended Action: Examine the listing of the `MEDIA_ID_BARCODE_CHARS` rules again.

The description of the `MEDIA_ID_BARCODE_CHARS` rules is available at the following location:

See "About the vm.conf configuration file" in the NetBackup Administrator's Guide, Volume II.

Media Manager status code 139

Message: media generation rule does not exist

Explanation: You or a NetBackup media management interface attempted to delete a `MEDIA_ID_BARCODE_CHARS` rule that does not exist.

Recommended Action: Examine a listing of the `MEDIA_ID_BARCODE_CHARS` rules again.

The description of the MEDIA_ID_BARCODE_CHARS rules is available at the following location:

See "About the vm.conf configuration file" in the NetBackup Administrator's Guide, Volume II.

Media Manager status code 140

Message: invalid media generation rule

Explanation: You or a NetBackup media management interface attempted to add an incorrect MEDIA_ID_BARCODE_CHARS rule.

Recommended Action: Ensure that the MEDIA_ID_BARCODE_CHARS rule is composed correctly.

The description of the MEDIA_ID_BARCODE_CHARS rules is available at the following location:

See "About the vm.conf configuration file" in the NetBackup Administrator's Guide, Volume II.

Media Manager status code 141

Message: invalid number of mounts

Explanation: A request was made to change the number of times that a volume was mounted, and the value specified was not within the acceptable range.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a number of mounts value in the range from 0 to 2,147,483,647.

Media Manager status code 142

Message: invalid off-site location

Explanation: The off-site location for a volume exceeds 25 ASCII characters in length or it contains unprintable characters.

Recommended Action: When you add or change a volume record, ensure the following: the off-site location field contains only printable characters and does not exceed 25 ASCII characters in length.

Media Manager status code 143

Message: invalid off-site sent date

Explanation: A request was made to change the off-site sent date for one or more volumes in the volume configuration, but the date specified was invalid.

Recommended Action: When you change the off-site sent date, provide the date in the format specified by the Media Management interface documentation.

Media Manager status code 144

Message: invalid off-site return date

Explanation: A request was made to change the off-site return date for one or more volumes in the volume configuration, but the date specified was invalid.

Recommended Action: When you change the off-site return date, provide the date in the format specified by the Media Management interface documentation.

Media Manager status code 145

Message: requested drive is already reserved by host

Explanation: A request was made to the EMM/DA to reserve a shared drive. The drive was already reserved for the requesting host.

This condition is abnormal. It can occur if two different hosts with the same name registered the same drive name with the EMM/DA. (The same host name occurs when the `SSO_HOST_NAME` entries in the `vm.conf` file override the local host name.) In this case, one of those hosts has a drive reservation and the other host tries to reserve the same drive.

Recommended Action: Use unique non-duplicate strings for host names and for the `SSO_HOST_NAME` configuration file entries.

Media Manager status code 146

Message: incompatible database version

Explanation: A requesting process or `vmd` encountered an invalid or an unknown database or communications protocol. The possible datastores that an error affects are volume, volume pool, barcode rule, global device database, and shared drive information.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Identify the target components (for example, `vmd` and daemons or services, or user interfaces on local or remote hosts). Verify that all of the Media Manager binaries are at a compatible version level. Depending on which requests encountered the invalid version, determine whether or not the database is corrupt. Use an appropriate interface to query for the type of information that is involved in the error condition.

Media Manager status code 147

Message: invalid off-site slot

Explanation: A request was made to change the off-site slot location for a volume and the value specified was not within the acceptable range.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify an off-site slot value in the range from 0 to 2,147,483,647.

Media Manager status code 148

Message: invalid off-site session ID

Explanation: A request was made to change the off-site session ID for a volume and the value specified was not within the acceptable range.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify an off-site session ID in the range from 0 to 2,147,483,647.

Media Manager status code 149

Message: current version does not support this configuration

Explanation: A request cannot be performed because it attempted to reference unlicensed functionality. For example, a request to add a volume with a media type that is not valid for the licensed product.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- List the license keys that were installed and verify that the referenced functionality is supported with the currently installed license keys. Check to see that the databases that define externalized object types are in place and not corrupted. These database files are the following, in the `/usr/openv/var/global` directory (UNIX and Linux) or *`install_path`*`\NetBackup\var\global` folder (Windows):
  - `external_densities.txt`
  - `external_drivetypes.txt`
  - `external_mediatypes.txt`
  - `external_robotics .txt`

Media Manager status code 150

Message: registering this host would exceed the maximum allowed

Explanation: The EMM/DA received a request to register the shared drives from a host that was not currently registered. The maximum number of hosts that are registered with this EMM/DA were already reached. The current limit for the number of hosts that can register with the EMM/DA is 255.

Recommended Action:

- Restrict the size of the SSO configuration to no more than 255 hosts.
- Break up the media and the device management domain into multiple domains, with all of the domains having 255 or fewer hosts that register the shared drives.

Media Manager status code 152

Message: global device database record not found

Explanation: A request was made to update a global device database record and the record specified was not found in the global device database. This condition can occur when a device configuration change is made after the global device database host has changed.

Recommended Action: If the request to update the record fails because the record does not exist, a request is made to add the missing record. No action is required.

Media Manager status code 153

Message: device entry is not unique in global device database

Explanation: A request was made to add a global device database record and the record specified was a duplicate of an existing record. This condition can occur if two processes simultaneously update the device configuration on the same host.

Recommended Action:

- Coordinate the changes to the device configuration so that the changes come from a single source.
- Investigate the global device database changes on the server (database) side by examining the daemon debug log file for a more detailed error message.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 155

Message: global device database append operation failed

Explanation: A request was made to change the device configuration and a global device database record cannot be written to the global device database file.

Recommended Action:

Examine the daemon debug log for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 160

Message: the global device database device type is invalid

Explanation: An invalid device type appears in a request to modify the device configuration.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the targeted host. Verify that all of the Media Manager binaries on that host are at a compatible version level with the other hosts that are part of the configuration. Update the software version as needed.

Media Manager status code 162

Message: the global device database device name is invalid

Explanation: An invalid or a missing device name was encountered in a request to modify the device configuration.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Identify the targeted host. Verify that all of the Media Manager binaries on that host are at a compatible version level with the other hosts that are part of the configuration. Update the software version as needed.

Media Manager status code 163

Message: the operation requested has failed

Explanation: The requested operation failed. The reason was not specified.

Recommended Action: This error code may appear for a number of reasons. Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 164

Message: the robotic daemon returned an invalid volume GUID

Explanation: An invalid RSM GUID was returned from the RSM API. (RSM is the Microsoft Removable Storage Manager. GUID is a Global Unique Identifier.)

Recommended Action:

- Examine the system's application log, the Removable Storage system interface, and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation and examine the logs. From the daemon debug log file, determine the media ID that has the invalid RSM GUID.
- Make sure that the software components are compatible.

Media Manager status code 165

Message: Evaluation period expired.

Explanation: The NetBackup evaluation software has expired.

Recommended Action: Obtain a licensed copy of NetBackup. For information on licensing, contact your NetBackup sales or partner representative.

Media Manager status code 166

Message: media access port not available

Explanation: A request was made to physically move a volume into or out of a robotic library, but the media access port was unavailable.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that the move request was not sent to a robotic control daemon or process on a system that runs an older, incompatible software version.
- Ensure that the targeted robotic control daemon or process operates normally.

Media Manager status code 167

Message: ADAMM GUID is not unique in the database

Explanation: A volume entry that was added to or changed in the EMM database had a specified ADAMM GUID. It was a duplicate of the ADAMM GUID for another volume already in the EMM database. All of the volumes in the EMM database must have an ADAMM GUID that is either unique or null. (ADAMM is Advanced Device and Media Management, and GUID is a Global Unique Identifier.)

Recommended Action:

- Examine the command output (if available) and the daemon and `reqlib` debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- From the daemon debug log file, determine the volume that has an ADAMM GUID conflict with the volume entry that is added or changed.

Media Manager status code 168

Message: ADAMM GUID does not exist in database

Explanation: The EMM database was queried for a specified ADAMM (Advanced Device and Media Management) GUID, and no volumes were found that matched the specified criteria. (The GUID is a Global Unique Identifier.)

Recommended Action: Run `vmphyinv` for the media whose ADAMM GUID does not exist in the database.

Media Manager status code 169

Message: internal database access failure

Explanation: During an update of a drive status from a pre-7.7 NetBackup server in EMM, a problem occurred.

Recommended Action: The actions are as follows:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively running and that it accepts new connections.

Media Manager status code 171

Message: a scratch pool is already defined

Explanation: A new scratch pool cannot be defined because another scratch pool already exists.

Recommended Action: Use the scratch pool that is already defined or delete the current scratch pool and create a new scratch pool.

Media Manager status code 172

Message: pool not defined as a scratch pool

Explanation: You or a NetBackup media management interface have tried to delete (unset) a scratch pool that is not defined as a scratch pool.

Recommended Action: To delete the scratch pool, use the `vmpool` command. Ensure that the name of the pool that is specified with the `unset_scratch` option is the correct name of the scratch pool.

Media Manager status code 173

Message: invalid scratch pool name

Explanation: You or a NetBackup media management interface have tried to specify the NetBackup, DataStore, or None pool as a scratch pool. The NetBackup, DataStore, and None pools cannot be specified as scratch pools.

Recommended Action: Create a scratch pool with a different name.

Media Manager status code 175

Message: unable to open the device test state file

Explanation: The process is not able to open the state file, mostly likely because another process locked it.

Recommended Action: Try again to open the state file. If you cannot open the state file, you may have to remove the file, which will result in a loss of the previous test runs.

Media Manager status code 176

Message: unable to find any records in the device test database

Explanation: The state file exists, but it is empty. This error indicates that no previous test runs have occurred.

Recommended Action: None required.

Media Manager status code 177

Message: request can only be performed on the Media and Device Management Domain Server

Explanation: The host that this request was performed on is blocked from being a database host. An administrator blocked the host to restrict which hosts are allowed to be EMM servers.

Recommended Action:

- Verify that you specified the correct EMM server (the `-h` option on the command line). If you did not specify the database host, the command line defaults to the local host, while the console uses the currently administered host.
- Contact the administrator in charge of this configuration and verify that the host was intentionally blocked from being a database host. If not, remove the `NOT_DATABASE_HOST` flag in the host's `vm.conf` file. To do this without having to stop and restart the daemons, use the following command:

`vmquery -h <hostname> -remove_not_db_host`.

To add this entry to a host without having to stop and restart the daemons, use the following command: `vmquery -h <hostname> -add_not_db_host`.

Media Manager status code 181

Message: not authorized to connect to robotic daemon

Explanation: A caller requesting services from a robotic daemon is not authenticated or authorized, or a problem occurs when two systems try to authenticate one another.

Recommended Action:

- See the NetBackup Security and Encryption Guide for information on Media Manager security.
  Media Manager security is based on NetBackup authentication or authorization and the media server entries defined in `bp.conf/Host Properties` on the master server for the specific NBU domain.
- Examine the debug log files for a more detailed message on the authentication and authorization problem.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Determine whether the authorization fails on `vmd`. Examine the debug log files for Media Manager status code 126 occurrences (not authorized to connect to `vmd`).
- Correct the Media Manager security configuration by modifying the authentication configuration and the `ENABLE_ROBOT_AUTH` entry.

  Note: Ensure that both the source and the destination machines are within a single NBU domain.

- If an authentication problem (rather than a configuration issue) is suspected, do the following:
  - Check the `methods_allow.txt` files on the systems that have problems to ensure that authentication is enabled. The files are in the following locations:
    On Windows: *`install_path`*`\NetBackup\var\auth`
    On UNIX and Linux: `/usr/openv/var/auth`
  - On the systems that have the authentication problem, remove the remote host that is not authenticated from the `methods_allow.txt` file and retry the operation.

For example, if Host A and Host B have the problem, remove Host A from the file on Host B, and vice versa.

If the problem still exists, the error is caused by connection problems that are not related to the authentication.

Add the removed names and retry the operation.

Media Manager status code 182

Message: device test state file does not exist

Explanation: The state file does not exist. The reason may be because no tests have been run yet.

Recommended Action: If the state file is lost, any previous test runs are also lost. The recommended action is to start again.

Media Manager status code 185

Message: the robotic library is full and may still have media in its map

Explanation: During a robot inventory update, the user attempted to use the empty_map option. The MAP contained more media than the space allowed in the library. In this case, the inventory update was successful, but the empty_map part was only partially successful. Those media that are still in the MAP are not changed or added in the EMM database.

Recommended Action: No action is necessary on the user's part except to be aware that not all of the media was removed from the MAP and placed into the library.

Media Manager status code 186

Message: invalid container ID

Explanation: A NetBackup Vault container ID was used with an invalid character.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation with a container ID that does not contain invalid characters.

Media Manager status code 187

Message: VxSS authentication failed

Explanation: The parties on either end of a socket connection cannot mutually authenticate each other.

Recommended Action:

- Ensure that the Veritas Product Authentication Service is installed and configured. For complete installation instructions, see the NetBackup Security and Encryption Guide.
- Check that both parties have a valid certificate by examining the listed expiry date from the `bpnbat -WhoAmI` command. For example:

```
bpnbat -WhoAmI
Name: JDOG
Domain: MYCOMPANY
Issued by: /CN=broker/OU=root@machine1.mycompany.com/O=vx
Expiry Date: Sep 19 12:51:55 2009 GMT
Authentication method: Microsoft Windows
Operation completed successfully.
```

- Shows an expiry date of September 19th, 2009. After 12:51:55 GMT, this credential is no longer valid and a new credential is required.
- If you run from the **NetBackup Administration Console**, close and reopen the console. The console automatically obtains a credential for the currently logged in identity, if possible. By default, these certificates are valid for 24 hours. The following is an example of how to extend the credential beyond 24 hours to 30 days (2592000 seconds):
- `# vssat setexpiryintervals -p <plugin_name> -t <user> -e 2592000`
- Ensure that the certificates for both sides either use the same broker, are children of the same root broker, or have trusts established between them.
  More information is available on broker hierarchies and how to establish trust relationships between brokers.
  See the NetBackup Security and Encryption Guide.
- Ensure that connectivity is possible between the physical systems in question. If general sockets cannot connect between the machines (such as `ping` and `telnet`), network issues unrelated to NetBackup may be the cause of this problem.
- Ensure that the system has sufficient swap space and that the following directories are not full:

- /home/username
- /usr/openv/netbackup/logs
- /tmp

Media Manager status code 188

Message: VxSS Access Denied

Explanation: The user identity that is used to attempt an operation does not have the permissions needed to perform the action.

Recommended Action:

- If you use the default groups, make certain that the user attempts to perform an operation appropriate for that group. For example, a member of NBU_Operators is unable to modify policy information because it is a permission that is reserved for administrator roles.
- Ensure that the system has sufficient swap space and that the following directories are not full:
  - /home/username
  - /usr/openv/netbackup/logs
  - /tmp
- If you use your own defined groups and permissions, first determine the object with which the operation is associated. Then, add the permissions relative to the action. For example, a user is required to up and down drives but does not currently have permission to do so. Verify that the user belongs to the correct authorization group.

  If necessary, verify that the group has Up and Down permissions on the Drive object within the **Group Permission** tab. If necessary, you can increase the verbosity level of NetBackup to locate what object and what permissions are required for the failing request. The pertinent lines in the debug logs look similar to the following:

```
17:19:27.653 [904.872] <2> GetAzinfo: Peer Cred Info.
Name: JMIZZLE
Domain: MYCOMPANY
Expiry: Sep 24 21:45:32 2003 GMT
Issued by: /CN=broker/OU=root@machine1.mycompany.com/O=vx
 AuthType: 1
17:19:37.077 [904.872] <2> VssAzAuthorize: vss_az.cpp.5082:
Function: VssAzAuthorize. Object
NBU_RES_Drives
```

```
17:19:37.077 [904.872] <2> VssAzAuthorize: vss_az.cpp.5083:
Function: VssAzAuthorize. Permissions Up
17:19:40.171 [904.872] <2> VssAzAuthorize: vss_az.cpp.5166:
Function: VssAzAuthorize. 20 Permission denied.
```

In the example, the user JMIZZLE attempts to perform an operation that requires the Up permission on the Drives object. To diagnose the problem, examine the group(s) to which the user belongs to ensure that the appropriate group includes the Up permission. (Up is a member of the Operate permission set for Drives.)

Media Manager status code 189

Message: failed to initialize a connection to the Enterprise Media Manager

Explanation: A request to initialize a connection with the EMM server failed or was already initialized.

Recommended Action:

- Verify that `pbx_exchange` and `nbemm` are running.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively running and that it accepts new connections.

Media Manager status code 190

Message: the request sent to the Device Allocator has failed

Explanation: A request to reserve or release a drive with the DA (EMM server) failed.

Recommended Action:

- Verify that `pbx_exchange` and `nbemm` are running.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively running and that it accepts new connections.

- For a DA reserve drive request, verify that another host has not already reserved the drive.
- For a DA release drive request, verify that the drive is DA reserved by the host requesting the DA release and has not already been released.

Media Manager status code 191

Message: invalid EMM argument

Explanation: An invalid argument was provided on a call to the EMM server.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 192

Message: unknown EMM error code

Explanation: An unknown error was returned from the EMM server.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 193

Message: generic EMM SQL error

Explanation: The EMM server received an error from the underlying database.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Media Manager status code 194

Message: EMM DB record not found

Explanation: During a NetBackup upgrade a prerequisite host was not upgraded in the correct order.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the proper upgrade order is followed as described in the NetBackup Installation Guide.

Media Manager status code 195

Message: CORBA communication error

Explanation: While trying to communicate with the EMM server, a problem occurred.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the Private Branch Exchange (VxPBX) processes new requests.
- Verify that the EMM server processes new requests.

Media Manager status code 196

Message: EMM database error

Explanation: The calling program does not recognize the error the EMM server returned.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the EMM server processes new requests.

Media Manager status code 198

Message: pool not defined as a catalog backup pool

Explanation: An attempt was made to remove the Catalog Backup attribute from a pool in which it was not set.

Recommended Action: Verify that the appropriate pool name was used in this operation.

Media Manager status code 199

Message: the media is allocated for use

Explanation: A request was made to modify a media that was in use.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation once the media is no longer in use.

Chapter 3

Device configuration status codes

This chapter includes the following topics:

- Device configuration status codes

Device configuration status codes

Device configuration status codes appear in exit status and command output for the `tpconfig` and the `tpautoconf` commands, and in system or debug logs. The programs that call `tpconfig` and `tpautoconf`, such as media and device management user interfaces and the `vmoprcmd` command, also present these codes.

Device configuration status code 0

Message: Success

Explanation: A requested operation was successfully completed.

Recommended Action: None

Device configuration status code 1

Message: Cannot execute command, permission denied

Explanation: Either a user or process that did not have root privileges (on UNIX and Linux) or administrator privileges (on Windows) started the process, or the EMM server name cannot be set.

Recommended Action:

- If appropriate, give the user or the process administrator privileges (on Windows) or root privileges (on UNIX and Linux) and reissue the device configuration request.
- Establish a common EMM server name as follows:
  - Run `tpautoconf -get_gdbhost` on other hosts.
  - Set the EMM server name with

    ```
    tpautoconf -set_gdbhost host_name
    ```

    where *host_name* is the host name returned by `tpautoconf -get_gdbhost`.

Device configuration status code 2

Message: The device_mappings file has invalid license info

Explanation:

The problem concerns one of the following files:
`/usr/openv/share/device_mappings.txt` (UNIX and Linux) or
install_path`\VERITAS\NetBackup\share\device_mappings.txt` (Windows).

- The file does not exist.
- The file is for a different version of NetBackup. You can find out what version it is by reading the header in the file.
- The file has a corrupted licensing digest.

Recommended Action: Download the latest device mapping file from the Cohesity Technical Support website.

Device configuration status code 3

Message: Could not get host name

Explanation: An attempt to look up the host name for this host failed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the host name is resolvable.

Device configuration status code 7

Message: Invalid SCSI port number for the robot

Explanation: A request was made to add or change the SCSI port number for a robot, but the SCSI port number provided was not valid.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify the correct SCSI port number for the robot. Perform device discovery by using the **Device Configuration Wizard**, or check the Windows registry as needed to obtain the SCSI port number.

Device configuration status code 8

Message: Invalid SCSI bus number for the robot

Explanation: A request was made to add or change the SCSI bus number for a robot, but the SCSI bus number provided was not valid.

Recommended Action: Specify the correct SCSI bus number for the robot. Perform device discovery by using the **Device Configuration Wizard**, or check the Windows registry as needed to obtain the SCSI bus number.

Device configuration status code 9

Message: Invalid SCSI target for the robot

Explanation: A request was made to add or change the SCSI target for a robot, but the SCSI target provided was not valid.

Recommended Action: Specify the correct SCSI target for the robot. Perform device discovery by using the **Device Configuration Wizard**, or check the Windows registry as needed to obtain the SCSI target.

Device configuration status code 10

Message: Invalid SCSI logical unit number for the robot

Explanation: A request was made to add or change the SCSI logical unit number for a robot, but the SCSI logical unit number was not valid.

Recommended Action: Specify the correct SCSI logical unit number for the robot. Perform device discovery by using the **Device Configuration Wizard**, or check the Windows registry as needed to obtain the SCSI logical unit number.

Device configuration status code 11

Message: Invalid Usage

Explanation: Either one of the Media Manager device configuration commands (`tpconfig` or `tpautoconf`) was executed with improper options, or an incompatibility exists between the components or the versions of the product.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the `tpconfig` or the `tpautoconf` usage statement for the expected usage and compare with the parameters that are being sent to start the new process.
- Verify that all of the Media Manager binaries are at a compatible version level.

Device configuration status code 13

Message: Failed reading drive or robot config file

Explanation: A request was made to list the device configuration, but an error was encountered while reading from the EMM database.

Recommended Action:

- Examine the daemon debug log and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that `nbemm` is running. Display the device configuration to determine whether or not the database is corrupt. Restore a saved copy of the databases from the catalog backups, or delete them and recreate the device configuration as needed.

Device configuration status code 14

Message: Invalid drive index

Explanation: A request was made to add, update, or list a drive configuration entry, and the specified drive index was not associated with a configured drive.

Recommended Action:

- Display the device configuration to obtain the list of valid drives. Avoid making device configuration changes from multiple sources simultaneously.
- If more information is needed, examine the daemon debug log and the command or interface output for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 15

Message: Invalid robot number

Explanation: On a request to modify the device configuration, the specified robot number was not within the allowable range, the robot number did not correspond to a currently configured robot, or the robotic database is corrupted.

Recommended Action:

- Specify a robot number in the range from 0 to 32767.
- Ensure that all of the device configuration changes or deletions are performed on the devices that are currently part of the device configuration.
- Verify that `nbemm` is running. Restore a saved copy of the robotic database from catalog backups, or delete it and recreate any needed robotic configuration information.

Device configuration status code 16

Message: A SCSI inquiry sent to the device has failed

Explanation: On a request to add or update a SCSI robotic library or drive, the Media Manager cannot obtain the device's serial number and inquiry string. The Media Manager obtains this information by sending a SCSI Inquiry command to the device. A failure indicates that NetBackup was not able to communicate with the device by using SCSI.

Recommended Action:

- Ensure that the device is physically connected.
- Ensure that the operating system is configured to recognize the device and that the operating system can see the device.
- Ensure that no other process uses the device and that the device is not offline.

Device configuration status code 17

Message: This robot type does not support multiple media types

Explanation: An attempt to add or update a robotic drive failed because the drives in this robotic library are configured with a different drive type. (Some NetBackup robotic library types do not support multiple media types.)

See the NetBackup Release Notes or the NetBackup Administrator's Guide, Volume II, for more information about the NetBackup robotic library types that support multimedia.

Recommended Action:

- Configure all of the drives for this robotic library with the same drive type.
- If you use the NetBackup Server and want a robotic library with multiple media types, contact Cohesity to purchase the NetBackup Enterprise Server.

Device configuration status code 18

Message: Invalid robot type

Explanation: On a request to modify the device configuration, the specified robot type was either invalid or it did not match the robot type for the robot that is associated with the specified robot number.

Recommended Action:

- Check the device configuration for configured robots, and specify the correct robot type applicable for the device configuration information being updated.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that all of the Media Manager binaries are at a compatible version level.

Device configuration status code 19

Message: Invalid device path name

Explanation: On a request to change the device configuration, the specified device path or device name was not valid.

Recommended Action:

- To avoid configuring invalid device paths and device names, use the **Device Configuration Wizard** (on supported device discovery platforms). The wizard automatically configures device paths and device names.

- On Windows hosts, check the operating system configuration or registry for device names and refer to the `tpconfig` command in NetBackup online Help. Information for the UNIX and Linux hosts is available at the following location: See the NetBackup Device Configuration Guide.
  Always use the no-rewind device files for the drives that are attached to UNIX and Linux hosts. Check to ensure that the specified device paths exist as character-special files. Check for detailed errors from the command or the user interface output.

Device configuration status code 21

Message: Robot number is already in use

Explanation: On a request to add a robot to the device configuration, the robot number was found to be already in use for a different robot.

Recommended Action: Check the device configuration on all of the device hosts for configured robots, and specify a robot number that is not already in use. Use the following command to display all of the devices in the EMM database:

```
tpconfig -emm_dev_list
```

Device configuration status code 22

Message: Device path is already in use

Explanation: On a request to add or change robot information in the device configuration, the specified robotic device path is already in use by another configured robot.

Recommended Action:

- To avoid configuring the device paths that are already in use, use the **Device Configuration Wizard** (on supported device discovery platforms). The wizard automatically configures the device paths and the device names.
- Display the device configuration by using the `tpconfig -d` command or a device configuration interface to see the robotic information that is already configured. Windows hosts have multiple ways to configure robots (that is, changer names or port, bus, target, or LUN). Check the operating system configuration or registry for changer names and their associated SCSI paths. Check for detailed errors from the command or the user interface output.

Device configuration status code 24

Message: Incomplete robot information

Explanation: On a request to change the device configuration, some of the required robot information was not specified.

Recommended Action: Check the command usage and reissue the request with all of the required robot information specified.

Device configuration status code 25

Message: Robot drive number in use for this robot

Explanation: On a request to change the device configuration, the specified drive address in the robot is in use by another drive in the device configuration.

Recommended Action: The drive address in the robot is the following: the robot drive number for most robot types, the ACS/LSM/PANEL/DRIVE coordinates for ACS robots. Two drives cannot have the same drive address in a robot in a given device configuration. If the drive addresses need to be adjusted, delete one of the drives or make use of an unused drive address as a temporary state. For example, a robot has two drives with robot drive numbers 1 and 2 that need to be swapped. Change one drive to use robot drive number 3 temporarily. Then, change the other drive to use robot drive number 1 or 2 as appropriate. Finally, change the first drive to the open robot drive address 1 or 2.

Device configuration status code 27

Message: Invalid drive type for the robot

Explanation: On a request to configure a drive to be in a robot, the drive type was not valid for the selected robot type.

Recommended Action: Check the Robot Attributes tables in the following manual to determine the valid media types for a given robot type:

See the NetBackup Device Configuration Guide.

Drive types directly correspond to the listed media types. Configure the supported devices so that invalid combinations of drive types and robot types are not required.

Device configuration status code 28

Message: Invalid robot drive number for the robot type

Explanation: On a request to configure a drive to be in a robot, the robot drive number was not valid for the selected robot type.

Recommended Action: The robot drive number (for ACS robots, the set of ACS drive identifiers) is limited to the ranges that are based on the robot type. These limits are based on a supported device list. An invalid robot drive number means

that the drive number was not within the acceptable range. Make sure that the robot hardware is supported and that the required patches are installed to support the robotic library.

Device configuration status code 29

Message: Drive index is in use by another drive

Explanation: On a request to add a drive to the device configuration, the requested drive index was in use on the targeted device host.

Recommended Action:

- To avoid configuring a drive index that is already in use, use the **Device Configuration Wizard** (on supported device discovery platforms). The wizard automatically configures the drive index.
- If you use a device configuration interface that allows the drive index to be specified, use the `tpconfig -d` command to determine the drive indexes that are already in use on the targeted device host. Then, specify a drive index that is not in use.

Device configuration status code 30

Message: Robot number is in use by another robot

Explanation: On a request to add or update a robotic drive in the device configuration, the robot number and robot type specified were associated with an existing robot of a different robot type.

Recommended Action: Check the device configuration on the targeted device host and identify the configured robots. On the drive configuration request, specify both the robot number and the robot type that relate to the robot that contains the drive.

Device configuration status code 31

Message: Robot number does not exist

Explanation: On a request to add or update a drive or robot in the device configuration, the robot number and the robot type specified were not associated with any configured robots on the targeted device host.

Recommended Action: Check the device configuration on the targeted device host and identify the configured robots. Every drive that is configured as a robotic drive must already have its robot configured on that device host. The shared robotic libraries that have robotic control on a remote host must have a logical robotic entry that refers to the remote host having robotic control. Add the robot to the device

configuration first. Then, add the drive. Define it to be in the robot. If the robot was already configured, specify the correct robot number and robot type on the drive or the robot configuration request.

Device configuration status code 33

Message: Robot type must be controlled locally

Explanation: On a request to add or update a robot in the device configuration, a remote control host was specified for a library type that does not support it.

Recommended Action:

- Check that you configured the correct robot type.
- Configure the device with local control by using its local device path.

Device configuration status code 34

Message: Drive name is already in use by another drive

Explanation: On a request to add or update a drive in the device configuration, the requested drive path was in use on the targeted device host.

Recommended Action:

- To avoid configuring any paths that are already in use, use the **Device Configuration Wizard** (on supported device discovery platforms). The wizard automatically configures the drive paths.
- Before you make configuration changes, either check the existing drive configuration through a device configuration interface, or use the `tpconfig -d` command to determine the drive paths that are already in use on the targeted device host. Then, specify a drive path that is not already in use.

Device configuration status code 35

Message: Drive name does not exist

Explanation: On a request to update or delete a drive in the device configuration, there were no drives that had the specified drive name on the targeted device host.

Recommended Action: Check the device configuration on the targeted device host and identify the configured drives. When you make drive configuration changes or deletions, specify the drive name as it is configured. Ensure that you use the proper case.

Device configuration status code 36

Message: <NONE>

Explanation: On a request to make a device configuration change, an error occurred. A detailed message appears in the command or the utility interface output.

Recommended Action:

- Examine the daemon debug log and command or interface output for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the device configuration request and examine the logs.

Device configuration status code 37

Message: Residence is not licensed for shared drive support

Explanation: On a request to add or update a drive in the device configuration, the drive was specified as shared. No support for shared drives exists for that drive type or for the type of robot that is associated with the drive.

Recommended Action: Check the Cohesity Technical Support website and product release documentation for supported device configurations.

Device configuration status code 38

Message: Current version does not support remote device host

Explanation: On a request to change the EMM server, the specified host is not the local host. The current software is not licensed to allow remote hosts.

Recommended Action: Check the product documentation for the supported device configurations. Obtain an additional software license that allows remote hosts to be configured, or specify only local host names on the configuration request.

Device configuration status code 39

Message: Adding this drive would exceed the maximum allowed

Explanation: On a request to add a drive to the device configuration, the licensed limit for the maximum number of drives was reached on the targeted host.

Recommended Action: Check the product documentation for the supported device configurations. Obtain an additional software license that allows more drives to be configured, or limit the configuration to the number of drives that the current licensing allows.

Device configuration status code 40

Message: Adding this device would exceed the maximum allowed

Explanation: On a request to add a robot to the device configuration, the licensed limit for the maximum number of robots was reached on the targeted host.

Recommended Action: Check the product documentation for the supported device configurations. Obtain an additional software license that allows more robots to be configured, or limit the configuration to the number of robots that the current licensing allows.

Device configuration status code 41

Message: Cannot change terminal mode

Explanation: When an attempt was made to change the mode for terminal input between cooked and raw, a system call failed.

Recommended Action: Examine the user interface output for the system error that is associated with the failed system call. Then troubleshoot according to the operating system vendor recommendations.

Device configuration status code 42

Message: Cannot create miscellaneous working repository

Explanation: On a device configuration request, the miscellaneous working directory or folder is not present and cannot be created.

Recommended Action: Find out why `/usr/openv/volmgr/misc` (UNIX and Linux) or *`install_path`*`\volmgr\misc` (Windows) cannot be created. On Windows, determine which accounts the NetBackup Volume Manager service and device configuration interfaces are running under. Compare them with the security properties of the database folder. On UNIX and Linux, determine if users or device configuration interface callers are running under a user and group with permissions to create the miscellaneous directory.

Device configuration status code 44

Message: Cannot discover devices. See the NetBackup Troubleshooting Guide for details.

Explanation: Device discovery cannot obtain or verify its lock file or had a problem with the EMM server.

Recommended Action:

- Examine the daemon debug log and command or interface output for a more detailed message on the system error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation and examine the logs. One of the following may have occurred:
  - Lock file problems: The device discovery process sets a lockfile in the `/usr/openv/volmgr/misc` (UNIX and Linux) or *`install_path`*`\Volmgr\misc` (Windows) directory named `tpac.lock`. It sets the lockfile to ensure that only one instance of discovery runs on a particular host. It then checks the lockfile before it updates the configuration.
    - Cannot obtain lockfile.
      The lockfile may be held by another discovery process. In this case, the following error is displayed:

      ```
      another tpautoconf is already running
      ```

      Use standard OS process tools (`ps` on UNIX and Linux or Task Manager on Windows) to determine if another `tpautoconf` process is running. If not, delete the lockfile and re-run device discovery. If another `tpautoconf` process is running, wait for it to complete before retrying.
    - Failed the lockfile check.
      In the case of long device-discovery cycles, the interface may timeout or the user may cancel the process. Part of the timeout or cancelation is to remove the lockfile. This action tells the device discovery process that it should not continue making modifications to the device configuration. If action occurs, run the discovery process again.

Device configuration status code 48

Message: RSM is not supported.

Explanation: On a request to make a device configuration change, the RSM (Microsoft Removable Storage Manager) robot type was specified, but it is no longer supported.

Recommended Action: Use a supported Media Manager robot type.

Device configuration status code 49

Message: global device database host name is invalid.

Explanation: On a device configuration request, the EMM server name cannot be obtained.

The EMM server name is obtained through an internal request to read the bp.conf file (or Windows registry). This request is likely to fail if the EMMSERVER entry is not set.

Recommended Action: Use `tpautoconf -get_gdbhost` on a device host to obtain its EMM server name. Use `tpautoconf -set_gdbhost` to set the EMM server name, as needed.

Device configuration status code 51

Message: No compatible device is registered at these SCSI coordinates.

Explanation: On a request to add or change robot or drive information in the device configuration, the specified SCSI coordinates did not correspond to a device in the system registry. This status code applies to Windows systems only.

Recommended Action: To avoid manually specifying the SCSI coordinates (port, bus, target, and LUN), use the **Device Configuration Wizard**. The wizard fully automates (on supported device discovery platforms) the device configuration requests. Use the **Media and Device Management** interface to browse for devices in the system registry. Check the operating system registry to ensure that devices are present at the specified coordinates when SCSI coordinates are manually configured.

Device configuration status code 52

Message: The device name is not valid, no device responded.

Explanation: On a request to add or change robot or drive information in the device configuration, no device was found in the system registry with the specified device name. This error code applies to Windows systems only.

Recommended Action: To avoid manually specifying the device name, use the **Device Configuration Wizard**. The wizard fully automates (on supported device discovery platforms) device configuration requests. Use the **Media and Device Management** interface to browse for devices in the system registry. Check the operating system registry to ensure that the devices are present at the specified coordinates when the devices are manually configured.

Device configuration status code 53

Message: Shared Storage Option (SSO) is not licensed

Explanation: An attempt to add a path to a drive failed. It failed because the SSO license was not installed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that an active SSO license is installed on all of the servers that have a path configured to this drive and the server where this operation is performed.

Device configuration status code 55

Message: Invalid NDMP host name

Explanation: An invalid host name or no host name was specified.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use `tpconfig -dnh` to verify that the host has been configured.
- Check the usage of the `tpautoconf -list_snapvault_volumes` command.

Device configuration status code 56

Message: Invalid NDMP user name

Explanation: An invalid user name or no user name was specified.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use the `tpconfig -dnh` command to verify that the host has been configured.

Device configuration status code 57

Message: Internal NDMP error

Explanation: An error occurs on the NDMP device.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the usage of the `tpautoconf -probe` command.
- An error occurs while it tries to get the serial number and inquiry string for a device connected to an NDMP filer. Verify that the device is properly attached to the filer.

Device configuration status code 58

Message: NDMP failed to verify host

Explanation: An error occurs while using the NDMP verify functionality.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the usage of the `tpautoconf -verify` command.
- Verify that the device is properly attached to the filer.

Device configuration status code 59

Message: NDMP is not installed on platform

Explanation: The NDMP option is not installed on this server.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the NDMP option is properly installed and licensed.
- Verify that NDMP is supported on the platform in question.

Device configuration status code 60

Message: Invalid NDMP password

Explanation: An invalid NDMP password or no password was provided.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the password is appropriate for the media server and filer pair.
- Verify that the password was provided correctly on the command or in the **NDMP Host** dialog box.

Device configuration status code 61

Message: NDMP host exists, use change option

Explanation: An attempt to add a filer fails because the filer already exists in the EMM database.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use the `-update` option of `tpconfig` instead of the `-add` option.

Device configuration status code 62

Message: NDMP host does not exist

Explanation: The NDMP host does not exist in the EMM database.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use the `-add -nh` option on the `tpconfig` command to add the NDMP host.

Device configuration status code 63

Message: NDMP request failed

Explanation: An attempt to create an NDMP session failed, or an attempt to send an NDMP message failed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify NAS filer licenses, supported operating system levels, and network connectivity.

Device configuration status code 64

Message: Invalid NDMP device

Explanation: An invalid NDMP device was specified.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 65

Message: NDMP robot exists, use change option

Explanation: The robot currently exists in the EMM database.

Recommended Action: Use the **NetBackup Administration Console** or the `tpconfig -update -robot` command to change the robot configuration.

Device configuration status code 66

Message: NDMP robot does not exist

Explanation: An update request was issued for a non-existent robot.

Recommended Action: Use the **NetBackup Administration Console** or the `tpconfig -update -robot` command to add the correct robot.

Device configuration status code 67

Message: Unable to connect to NDMP host verify host name

Explanation: A network connection to the NAS host failed.

Recommended Action:

- Use the `tpautoconf -verify` command to verify the host name, user name, and password.
- Use the `ping` command to verify network access.

Device configuration status code 68

Message: Unable to process NDMP message

Explanation: An unexpected error occurs while an NDMP message processed.

Recommended Action: Examine debug logs and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 69

Message: NDMP host not connected

Explanation: Unable to process the NDMP messages with the NDMP host.

Recommended Action: Examine the debug logs for more information on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 70

Message: Unable to create NDMP session

Explanation: An error occurs while opening an NDMP connection to a NAS filer.

Recommended Action:

- Examine debug logs for more information on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use the `tpautoconf -verify` command to verify the host name, user name, and password.
- Use the `ping` command to verify network access.

Device configuration status code 71

Message: NDMP get_host_info failed

Explanation: The NAS host fails to correctly process the ndmp_get_host_info protocol request.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 72

Message: NDMP get_server_info failed

Explanation: The NAS host fails to successfully process the get_server_info protocol request.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 73

Message: Unsupported NDMP version

Explanation: NetBackup supports tape devices on NDMP protocol versions V2, V3, and V4. For automatic device configuration, only V3 and V4 are supported.

Recommended Action:

- Examine debug logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- See your NAS vendor documentation for instructions on how to switch NDMP versions.

Device configuration status code 74

Message: NDMP authorization error, verify username/password

Explanation: NetBackup fails to authenticate the user name or password on the NAS host.

Recommended Action: Use the `tpautoconf -verify` command to verify the user name and password.

Device configuration status code 75

Message: NDMP config_get_mover_type failed

Explanation: The NAS host fails to successfully process the config_get_mover_type protocol request.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 76

Message: NDMP config_get_connection_type failed

Explanation: The NAS host fails to successfully process the config_get_connection_type protocol request.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device configuration status code 77

Message: Unable to connect to the EMM server

Explanation: A request was made to the EMM server, but it either did not reach the EMM server or resulted from a communication failure.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that `pbx_exchange` and `nbemm` are running.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively running and that it accepts new connections.

Device configuration status code 78

Message: The EMM server failed to process the request

Explanation: A request was made to the EMM server, but it either did not reach the EMM server or resulted from a communication failure.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that `pbx_exchange` and `nbemm` are running.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively running and that it accepts new connections.

Device configuration status code 79

Message: Unable to allocate memory for this process

Explanation: A memory allocation request failed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that adequate memory is available.

Device configuration status code 81

Message: This is a drive path operation, use the -drpath option

Explanation: A path operation was specified with the `tpconfig` command without the `-drpath` option. This error can occur when you try to change a drive's path using `tpconfig -update -drive`.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the `tpconfig` usage to ensure that the command is used properly and use `tpconfig -update -drpath` instead.

Device configuration status code 82

Message: Add Drive Name Rule request failed

Explanation: A request to add a drive name rule failed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- The rule being added already exists.
- The specified host does not exist in the EMM database. Use the `nbemmcmd -addhost` command to add the host to the EMM database.

Device configuration status code 83

Message: Update Drive Name Rule request failed

Explanation: An update to a drive name rule failed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- The rule being updated does not exist. Ensure that the drive name rule is entered correctly.
- The specified host does not have a local drive name rule configured. Configure a drive name rule.

Device configuration status code 84

Message: Delete Drive Name Rule request failed

Explanation: A request to delete a drive name rule failed. You cannot add or delete a global drive name rule.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
- A local drive name rule does not exist on the hosts specified.

Device configuration status code 85

Message: List Drive Name Rule request failed

Explanation: Could not list the drive name rules for a given host or set of hosts.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the hosts are known in the EMM database.

Device configuration status code 86

Message: Invalid Drive Name Rule

Explanation: A drive name rule was not specified, or contained an invalid character.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Observe the rules for drive names:
  - Cannot begin with a dash.
  - Cannot exceed 48 characters.
  - A literal field can only contain alphanumeric characters and plus (+), dash (-), period (.), or underscore (_).
- An invalid field name was specified; check command usage.

Device configuration status code 87

Message: System Error

Explanation: An operating system error occurred.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Verify that adequate memory is available.
- Verify that Windows networking is properly installed.

Device configuration status code 88

Message: Invalid host

Explanation: An attempt was made to add a device to a host that the EMM database does not recognize.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Use the `nbemmcmd -addhost` command to add the host to the EMM database.

Device configuration status code 89

Message: Drive name rule has exceeded its maximum length of 48 characters

Explanation: The specified drive name rule is too long.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Choose a shorter rule.

Device configuration status code 90

Message: Another device configuration is already in progress

Explanation: An instance of the **Device Configuration Wizard** or `tpautoconf` is already running.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation after the current instance is done.

- A lock on the device configuration cache may have been orphaned. Use the `nbemmcmd` command to clear the lock, then retry the operation.

Device configuration status code 91

Message: The drive serial number already exists in the device database.

Explanation: An attempt was made to add a drive with a duplicate serial number.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the added drive has a unique serial number.

Device configuration status code 92

Message: VxSS access denied

Explanation: A user attempts an operation without adequate permissions

Recommended Action:

- Verify that the user has the correct permissions to perform this operation.
- Verify that the authentication and authorization security settings are correct, under **Host Properties** in the **NetBackup Administration Console**.
  See the NetBackup Security and Encryption Guide for information on how to use the Cohesity Product Authentication and Authorization Service.

Device configuration status code 93

Message: Database server is down

Explanation: A request was made to the EMM Server, but the underlying database server does not respond.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- This error can occur if a cold catalog backup is in progress. Retry the request after this operation has completed.

Device configuration status code 95

Message: The requested operation is not valid for the specified Disk Type

Explanation: The storage device you configured is not a disk storage device.

Recommended Action: Select an appropriate storage device.

Device configuration status code 96

Message: The specified Disk Array Host is not configured in NetBackup

Explanation: You must first add this disk array host to the NetBackup host configuration before this operation can be performed. To view hosts, see the `nbemmcmd -listhosts` command in the NetBackup Commands Reference Guide.

Recommended Action:

- If you try to update an existing host's credentials, this host no longer exists in NetBackup. It must be added again by using the `tpconfig` or the `nbemmcmd` command.
- The name you entered for the disk array host does not match any of the computer aliases in the NetBackup computer configuration. Use the `nbemmcmd` command to add the fully qualified array host name (or the name entered) to the computer alias list for your disk array.

Device configuration status code 97

Message: No valid license key for Disk Array configuration

Explanation: Disk array snapshot support is a licensed featured. You must install the Snapshot Client license key before NetBackup can configure disk array credentials.

Recommended Action: Install the Snapshot Client license key.

Device configuration status code 98

Message: OpenStorage feature is not licensed

Explanation: Credentials for OpenStorage servers cannot be added without the NetBackup OpenStorage license key.

Recommended Action: Install the license key with the OpenStorage feature enabled.

Device configuration status code 99

Message: Credentials already exist

Explanation: Credentials already exist for the host that you are trying to add.

Recommended Action: Delete the existing credentials and then add the new ones.

Device configuration status code 100

Message: NetBackup Snapshot Client not licensed

Explanation: Credentials for this type of host cannot be added without the NetBackup Snapshot Client license key. Host types that require this license are disk array manager servers and virtual machine servers.

Recommended Action: Install the NetBackup Snapshot Client license key.

Device configuration status code 101

Message: authorization error, verify username/password

Explanation: The authorization failed with the given set of user name and password values.

Recommended Action: Verify the values that are provided and check for typographical errors.

Chapter 4

Device management status codes

This chapter includes the following topics:

- Device management status codes

Device management status codes

These status codes appear in exit status and command output for the `ltid`, `tpclean`, `tpreq`, and `tpunmount` commands, and in system or debug logs. Programs that call those commands, such as media and device management user interfaces and the `vmoprcmd` command also presented these codes.

Device management status code 1

Message: Invalid Drive Type/Density

Explanation: An invalid density was specified for the `-d` parameter on `tpreq`.

Recommended Action: Check the `tpreq` man page (command description) for the list of valid densities. Submit the mount request again with a valid density.

Device management status code 2

Message: Drive is currently assigned

Explanation: A request was made for a specified drive, but the drive was assigned.

Recommended Action: Display drive status (by using the `vmoprcmd -d` command or other means) to see the list of drives and their assignment status. Run the request later or first clear the drive assignment: stop application activity on the drive, unmount the media with `tpunmount`, or reset the drive. If the wrong drive was specified,

submit the request again. Specify the correct drive name or index as appropriate for the interface being used.

Device management status code 3

Message: Error in Sending Operator Message

Explanation: An attempt was made to send an operational message to `ltid` on an already existing internal message queue used for inter-process communication. (`ltid` is the Media Manager device daemon on UNIX and Linux and the NetBackup Device Manager service on Windows.) An error was encountered in the message communications. The error probably indicates a lack of system resources for message queues.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use.

Device management status code 4

Message: Error in Receiving Operator Message

Explanation: An attempt was made to receive a message from `ltid` on an already existing internal message queue used for inter-process communication. (`ltid` is the Media Manager device daemon on UNIX and Linux and the NetBackup Device Manager service on Windows.) An error was encountered in the message communications. The error probably indicates a lack of system resources for message queues.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use. Investigate whether `ltid` is tied up in communications with devices or other components.

Device management status code 5

Message: Error in Sending Daemon Message

Explanation: `ltid` made an attempt to send an internal process communications message to a robotic daemon or process by using an already existing internal message queue. (`ltid` is the Media Manager device daemon on UNIX and Linux and the NetBackup Device Manager service on Windows.) An error was encountered in the message communications. The error probably indicates a lack of system resources for message queues.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use. Investigate whether the robotic daemon or process on the local device host is tied up in communications with devices or other components.

Device management status code 6

Message: Error in Receiving Daemon Message

Explanation: `ltid` attempted to receive or process an internal process communications message to a robotic process by using an existing internal message queue. (`ltid` is the Media Manager device daemon on UNIX and Linux and the NetBackup Device Manager service on Windows.) An error was encountered in the message communications. The error probably indicates a lack of system resources for message queues, or mismatched software components.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use. Check the installed software components and verify that they are all at a compatible release version.

Device management status code 7

Message: Error in Sending User Message

Explanation: `ltid` made an attempt to send a user message to `ltid` on an already existing internal message queue used for inter-process communication. (`ltid` is the Media Manager device daemon on UNIX and Linux and the NetBackup Device Manager service on Windows.) An error was encountered in the message communications. The error probably indicates a lack of system resources for message queues.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use.

Device management status code 8

Message: Error in Receiving User Message

Explanation: An attempt was made to receive a user message from `ltid` on an already existing internal message queue used for inter-process communication. (`ltid` is the Media Manager device daemon on UNIX and Linux and the NetBackup Device Manager service on Windows.) An error was encountered in the message communications. The error probably indicates a lack of system resources for message queues. On Windows, this error can also occur if an internal-system-registered event cannot be opened.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use.

Device management status code 10

Message: IPC sequence error

Explanation: An internal process communications message sequencing error has occurred.

Recommended Action: Examine command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device management status code 12

Message: Invalid Operator

Explanation: An internal list of operators cannot be obtained.

Recommended Action: This error is an unexpected internal error. Stop and restart `ltid` (the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows).

Device management status code 13

Message: Error in IPC SHMGET call

Explanation: A process was unable to get a shared memory identifier associated with a segment of shared memory that `ltid` maintains. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather output from the `ipcs -a` command to see what resources are currently in use.

Device management status code 14

Message: Error in IPC SHMAT call

Explanation: A process was unable to attach a shared memory segment that `ltid` maintains. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see what resources are currently in use.

Device management status code 15

Message: The drive is DOWN

Explanation: An attempt was made to mount media on a drive or to reserve a shared drive that was logically configured to the DOWN state.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the application log files (such as the `bptm` log) to see why the drive may have been configured DOWN.
- Check the integrity of the drive, drive path, and media.

Device management status code 16

Message: No mount pending for given mount index

Explanation: An attempt was made to retrieve information about a pending mount request, but no such pending mount request was found.

Recommended Action: Use a device monitor interface or consult application logs to see whether the request was completed or canceled. Requests to retrieve information for pending mount requests are valid only when the mount request is ongoing.

Device management status code 17

Message: Drive does not support pending request density

Explanation: A drive was selected that has a drive type which is not compatible with the requested density.

Recommended Action:

- Allow the drive selection to be determined automatically.
- When you select the drive manually, check the device configuration and the valid density table (available in the `tpreq` man page or command description). Then, specify a drive that is compatible with the requested density.

Device management status code 19

Message: Only the administrative user can perform the requested operation

Explanation: Either an attempt was made to stop `ltid` (the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows). Or the `tpclean` command was called, but the user was not root (UNIX and Linux) or the administrator (Windows).

Recommended Action: If appropriate, give the user or the process administrator privileges on Windows or root privileges on UNIX and Linux and retry the operation.

Device management status code 20

Message: Cannot stop device daemon with tapes assigned

Explanation: An attempt was made to stop `ltid`, but the media is currently mounted and assigned. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action: Halt all jobs that reference media, unmount all media, and stop all applications from using Media Manager before trying to stop `ltid`. If you can't unmount the media through the application interface, check for the existence and permissions of the `.ltisymlinks` file in the `/usr/openv/volmgr/misc` directory or in the *`install_path`*`\Volmgr\misc` folder. Initiate `tpunmount` *`filename`* for each line in the `.ltisymlinks` file, where *filename* specifies the contents of a line in that file. For example, on UNIX and Linux, the command may look like the following:

```
tpunmount /usr/openv/netbackup/db/media/tpreq/A00001
```

Device management status code 21

Message: The drive is not ready or inoperable

Explanation: A drive was selected for a mount request, but the drive is not ready with loaded media.

Recommended Action: Wait until the drive is ready before you manually assign a drive to a pending mount request.

Device management status code 22

Message: IPC Error: Daemon may not be running

Explanation: A request to `ltid` cannot be serviced. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.) `ltid` is probably not running. If `ltid` is still running, its process lock file

may have been removed. Also, message queues may not function correctly on the system.

Recommended Action:

- If `ltid` is not running, start `ltid` and try the operation again. On UNIX and Linux, run `/usr/openv/volmgr/bin/ltid`, and on Windows, start the NetBackup Device Manager service.
- If `ltid` is already running, check for the existence and permissions of the lock file itself and the lock file directory, that are as follows: `/usr/openv/volmgr/misc/.ltipid` (UNIX and Linux) or *`install_path`*`\Volmgr\misc\.ltipid` (Windows). Terminate the `ltid` process if it is running. Create the lock directory or folder and adjust the permissions as needed so that `ltid` can obtain the lock.
- On UNIX and Linux, check the `msgget` man page and look for suggestions on how to troubleshoot the system message queues.

Device management status code 23

Message: Invalid Drive Number

Explanation: A request was made for drive, but no such drive can be found in the active configuration.

Recommended Action: Ensure that `ltid` was stopped and restarted after changes were last made to the device configuration. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.) Display the device configuration (by using `tpconfig -d` or other means) to view the list of valid drives. Specify the drive name or index as appropriate for the interface being used.

Device management status code 24

Message: Requested drive cannot be reserved

Explanation: An attempt was made to reserve a shared drive, but the drive reservation request failed. This status code is related to the internal implementation of the SSO feature. It is not related to SCSI Reserve or Release.

Recommended Action: This condition is expected for any shared drives that are retried automatically. If problems persist, verify that the EMM server services requests and it does not list drives as reserved to hosts that currently do not use the drives.

Device management status code 25

Message: File name does not exist

Explanation: A logical tape file or help file cannot be found. The `tpunmount` command was probably issued with a logical tape file specified that does not exist for this user.

Recommended Action: Check for existence of the logical tape file at the file path specified. The specified file path must match the exact case-sensitive path that was used when the tape mount was requested. Submit the request again with the correct file path. If the condition occurs during operator display of a pending request error message, check to see if the help files are properly installed at the following: `/usr/openv/volmgr/help/robots/`*`robot_type`*`/`*`help_file name`* (UNIX and Linux) or at *`install_path`*`\Volmgr\Help\Robots\`*`robot_type`*`\`*`help_file_name`* (Windows).

Device management status code 26

Message: Request terminated because the host was not validated for volume pool

Explanation: The host where the mount request was initiated is denied access to the media. It is denied due to defined permissions for the volume pool in which the media ID is contained.

Recommended Action:

- Query the volume pool information for the requested volume pool on the host where the mount request was issued by running `vmpool -listall -b`. Check the system log to obtain the name of the host where the mount request originated. This host name is the one returned by the system `hostname(1)` command.
- Change the volume pool host name security with `vmpool` or another user interface that supports volume pool host attributes. Or change the volume pool that is associated with the volume (if it is not assigned). Or log on to the host that can use media in the targeted volume pool. Then, submit the mount request again.

Device management status code 27

Message: Request terminated because media ID is expired

Explanation: A mount request was canceled because the media was requested with write access, and the media has expired.

Recommended Action: Request read-only access to the media on the mount request if a read-only operation is needed. Replace the media or change the expiration date to a future date that is based on the site policy. Use the media

management interface to view and change the expiration date for the media. Check and correct the system date and time, as needed.

Device management status code 28

Message: Error in MsgGet

Explanation: `ltid` made an attempt to obtain a message queue identifier that was used for internal message communications. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.) The request failed due to a system error. The error probably indicates a lack of system resources for message queues, or mismatched software components.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see what resources are currently in use. Check the installed software components and verify that they are all at a compatible release version.

Device management status code 30

Message: Request terminated because media ID will exceed maximum mount count

Explanation: A mount request has been canceled because the media being requested has reached the maximum mount count that is associated with the media.

Recommended Action: Replace the media or change the maximum mount count to a higher value that is based on the site policy. A media management interface can be used to view and change the maximum mounts allowed for the media. Check that the number of mounts for the media is set to a reasonable value given the media's usage history. Correct it as needed by using `vmchange`.

Device management status code 32

Message: Error in getting semaphore

Explanation: `ltid` made an attempt to obtain a semaphore that was used for arbitrating access to shared memory. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.) The request failed due to a system error. The error probably indicates a lack of system resources for semaphores, or mismatched software components.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see what resources are currently in use. Check the installed software components and verify that they are all at a compatible release version.

Device management status code 33

Message: Error in SEMAPHORE operation

Explanation: A process was unable to perform a semaphore operation (such as lock or unlock) associated with resources maintained by `ltid`. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see what resources are currently in use.

Device management status code 35

Message: Request terminated because media is unavailable (in DOWN drive, misplaced, write protected or unmountable)

Explanation: A mount request was canceled because the media being requested is not available. It may be in a DOWN drive or misplaced, write protected, or unmountable. Another possible cause of this message is that you are using a cleaning tape with no cleanings remaining.

Recommended Action: Use robotic inventory or manual means to compare the contents of media in the robotic library with the volume configuration. Then, update the configuration as needed. Determine the physical location of the media. Check integrity of the drive, drive path, and media if the media is found in a logically DOWN drive. Verify that the media is not a misconfigured cleaning tape. Move the media into the robotic library and update the volume configuration if the media was not

present in the library. Set the cartridge tab to allow write access, or request the media with read-only access if the write protection was the cause of the error.

If the problem is a cleaning tape with no cleanings remaining, replace the cleaning tape.

Device management status code 36

Message: Request terminated by tpunmount call from another process

Explanation: A request was made to change the limit for the following: the number of times that a volume can be mounted with write access for one or more volumes in the volume configuration. The value specified was not within the acceptable range. The maximum number of mounts value may also be invalid in the number of mounts and cleanings field of a barcode rule.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Specify a maximum-mounts value within the range of 0 to 2,147,483,647.

Device management status code 37

Message: Drive being assigned is either not NDMP or on the wrong NDMP client

Explanation: A mount request was canceled because the request was targeted to a drive configured as attached to an NDMP client. The request was manually assigned to a drive other than the requested drive. The assigned drive is either not NDMP or it is an NDMP drive configured to a different client.

Recommended Action: Display the device configuration to determine which drives are configured as being attached to specific NDMP clients. Ensure that `ltid` was stopped and restarted after the last configuration changes were made. Reissue the request and assign it to a drive that is attached to the requested NDMP client.

Device management status code 38

Message: Character device name for drive is not a character device

Explanation: On a tape mount request, the configured tape drive's no-rewind-on-close device file was neither a character-special device nor of a known type such as NDMP. (NDMP does not need to be a character special file.)

Recommended Action:

- To avoid configuring invalid device paths and device names, use the **Device Configuration Wizard** (on supported device discovery platforms). The wizard automatically configures paths and device names for tape drives.
- Always use no-rewind tape device files or recognized drive name syntax (such as for NDMP) for tape drives. Make sure that the specified device paths exist as character-special files. Check for detailed errors from the command or the user interface output.
  See the NetBackup Device Configuration Guide.

Device management status code 39

Message: Parameter is invalid

Explanation: The `tpclean` command was called with invalid arguments, or an internal function encountered a missing reference to data it requires.

Recommended Action:

- If a cleaning operation was requested, check the `tpclean` usage statement and compare with the parameters that were specified.
- Check the installed software components and verify that they are all at a compatible release version.

Device management status code 40

Message: File name already exists

Explanation: On a tape mount request, the file name that is associated with the request already exists or is already associated with another mount request.

Recommended Action: Submit the request again with a different file name. Specify a file name that does not correspond to an existing file. Or specify a file name that is not in use for another mount request that may be in progress.

Device management status code 41

Message: Unknown drive name

Explanation: A request was made for a specified drive, but no such drive can be found in the active configuration. This status can occur in the following situations: if the device files are corrupt or missing, if they cannot be opened or read, or if there are no devices configured.

Recommended Action:

- Ensure that `ltid` was stopped and restarted after changes were last made to the device configuration. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.) Display the device configuration (use the `tpconfig -d` command or other means) to see the list of valid drives. Specify the drive name or index as appropriate for the interface being used.
- Check integrity of the EMM database. Display the device configuration to do the following:
  - Determine if the database is corrupt.
  - Restore a saved copy of the database file from catalog backups, or remove the devices and recreate the device configuration.

Device management status code 42

Message: Incorrect tpreq access mode

Explanation: On a tape mount request, the specified access mode was invalid. On a Windows hosts, a user without Administrator privileges made a request for the NetBackup Device Manager services.

Recommended Action: When you use `tpreq`, specify an access mode argument of `r` for read, `w` for write, or use the default (read) access mode. When you make any requests that require the NetBackup Device Manager services on Windows, do so under an account with Administrator privileges.

Device management status code 44

Message: You do not have permission to create the file

Explanation: On a tape mount request, the file name that is associated with the request cannot be created due to directory permissions or folder permissions.

Recommended Action: Check for the existence of a file at the file path specified. If a file is found, delete the file if it is not needed or submit the request again and use a different file path. If no file exists at that location, check the directory permissions or the folder permissions for the following: read and write access for the user or the application process that issued the mount request.

Device management status code 46

Message: Tape needs to be write enabled

Explanation: On a tape mount request, the specified access mode was for write access, but the physical media was write-protected.

Recommended Action: Change the physical media write-protect setting to allow write access (unlocked), or submit the request again with read-only access. To request read-only access by using `tpreq`, specify an access mode argument of `r` for read or use the default (read) access mode.

Device management status code 47

Message: Unable to establish scan host for shared drive

Explanation: On a request to change a shared drive's status, an attempt to establish a connection to the drive's scan host failed.

Recommended Action:

- Determine which host serves as the drive's scan host: use the `vmoprcmd` output or check the Device Monitor in the **NetBackup Administration Console**.
- Ensure that `vmd` (the NetBackup Volume Manager daemon on UNIX and Linux or NetBackup Volume Manager service on Windows) is running on the scan host. On the scan host, examine debug logs and system logs for any messages that are related to the error.
- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- The detailed reason for the canceled request should be available in the daemon debug logs on the scan host. Correct the problem and submit the request again if needed.

Device management status code 48

Message: Host is not the scan host for this shared drive

Explanation: On a request to assign, reserve, or scan a drive, the targeted device host determined that it was not the scan host for the drive. The request was refused (the caller retries it).

Recommended Action:

- If problems are encountered as a result of the reported error, check for communication, configuration, and system problems among the associated hosts. To check, use the `vmoprcmd` output or check the **NetBackup Administration Console Device Monitor**.

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Configure the scan ability priorities for assigning scan hosts by changing the Media Manager configuration. Configure it so that fewer network connections need to be maintained, and a greater system load is placed on hosts with more capability to service the load.

Device management status code 49

Message: Tape file path exceeds 255 character maximum

Explanation: On a tape mount request, the file name that is associated with the request exceeds 255 characters.

Recommended Action: When you request a tape mount, ensure that the file name does not exceed 255 ASCII characters in length. If the mount requests come from an application, request an application change to use a shorter file name. Or install the product in a directory or a folder that does not cause the file name limit to be exceeded.

Device management status code 50

Message: No action pending for given mount index

Explanation: On a request to obtain the pending action for a mount request, no known pending action was associated with the request.

Recommended Action: Use a device monitor interface to display any requests that have pending actions. Perform requests (like assign, deny, display, or resubmit) only on the requests that have pending actions.

Device management status code 52

Message: No robot is defined of this type

Explanation: On internal communications between a robotic daemon or process and `ltid`, no robots of the expected type were found actively configured. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action: Display the running robotic processes to see if processes from a previous configuration are still running. If any are found, terminate them. Check the installed software components and verify that they are all at a compatible release version.

Device management status code 53

Message: Request has been queued (Cancel to clear message)

Explanation: A mount request or drive-related operation was queued because drive resources were in use.

Recommended Action: Wait until the drive resources become available, or cancel pending mount requests as needed.

Device management status code 55

Message: Operator denied mount request

Explanation: The operator denied a mount request.

Recommended Action: This error occurs when an administrator or operator cancels a user or an application mount request. The request may have been canceled for a number of reasons: missing or faulty media, or the need to allow other, higher priority requests to obtain drive resources. Check with the administrator or operator for more information.

Device management status code 56

Message: Mount canceled, device daemon is terminating

Explanation: Pending mount requests were canceled because the administrator terminated `ltid` (the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows).

Recommended Action: Wait for `ltid` to be restarted before you submit the request again. Check with the administrator as needed to determine daemon or service availability.

Device management status code 58

Message: The device is not robotic, cannot perform cleaning

Explanation: An attempt was made to automatically clean a drive, but the drive is not in a robotic library.

Recommended Action: Clean standalone drives by inserting a cleaning tape when needed. For non-shared drives, update the cleaning statistics with `tpclean` or another user interface that supports cleaning-related operations.

Device management status code 59

Message: No cleaning tape is defined in the device's robot or 0 cleanings remain.

Explanation: Either an attempt was made to automatically clean a drive, but no usable cleaning media is available, or the number of cleanings that remains for the cleaning tape is zero.

Recommended Action:

- Ensure that cleaning media was added to the robotic library for each drive type capable of being cleaned with a separate cleaning cartridge.
- Ensure that a positive number of cleanings is available for the cleaning media in the EMM database for the robotic library. Replace the cleaning tape or increase the number of cleanings for the cleaning media before the count reaches zero.
- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device management status code 60

Message: Robot daemon and/or robotic hardware is not available

Explanation: A robot was not configured or was operationally unavailable. Specifically, an attempt may have been made to automatically clean a robotic drive, but the robot is not defined or is unavailable. Alternatively, on an attempt to initialize the shared drive lists, a drive was found to be configured as robotic, without the required robot configured.

Recommended Action: Display the device configuration and ensure that the drive and robotic configuration information are consistent. Check the operational status of the robot and robotic software by checking the system log files. If more detail on robot operational status is needed, increase the level of verbosity by adding the VERBOSE option in the `vm.conf` file. Then, restart `ltid` (the device daemon /NetBackup Device Manager service).

Device management status code 61

Message: No media found in device or robot slot, please verify

Explanation: On a request to mount media, no media was found in the targeted location before a designated time period had elapsed.

Recommended Action: Resubmit the request, and mount the media in the targeted drive before the designated time period has elapsed. Check the device configuration to ensure that the correct drive name has been configured and that `ltid`, the device daemon, was restarted after the last device configuration change was made.

Device management status code 62

Message: Drive not available in library for mount request

Explanation: A mount request has been canceled because no drive is available. All compatible drives may be DOWN, or oversubscribed due to other active mount requests.

Recommended Action: Investigate device availability and scheduling/drive utilization of applications requesting drive resources. Under some conditions, mount requests are canceled so that they can be reissued at a later time when compatible drive resources are available.

Device management status code 63

Message: Request terminated because mount requests are disabled

Explanation: A mount request was canceled because it cannot be satisfied.

Recommended Action: Examine command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

The detailed reason for the canceled request should be available in the system log, command output, or from a device monitor interface. Correct the problem and resubmit the request if needed.

Device management status code 64

Message: Cannot assign a robotically controlled device

Explanation: An attempt was made to manually assign a specific device to satisfy a mount request, and the chosen device was configured in a robotic library.

Recommended Action: Assign the request to a standalone drive, or allow requests for mounts in robotic drives to be automatically assigned.

Device management status code 65

Message: Invalid volume pool specified

Explanation: On a mount request, the media pool specified was not valid.

Recommended Action: Resubmit the request, specifying a volume pool name that is no more than 20 ASCII characters in length.

Device management status code 66

Message: Request terminated because of volume pool mismatch

Explanation: The volume pool that is specified on the `tpreq` command did not match the volume pool in the Media Manager configuration for the media ID.

Recommended Action: Use a media management interface to obtain the volume pool name of the media that is to be mounted. Then resubmit the mount request, specifying the correct pool name.

Device management status code 69

Message: Request terminated because media is unmountable

Explanation: A mount request has been canceled because the media being requested is not mountable. The same media has been found to be unmountable in at least two different drives.

Recommended Action:

- Check integrity of the drive, drive path, and media.
- Verify that the media is not a misconfigured cleaning tape.

Device management status code 70

Message: Request terminated because media is write protected

Explanation: A mount request has been canceled because the media being requested for write access is not write-enabled.

Recommended Action: Check the physical media cartridge to see whether write-protection has been enabled. If write access to the media is desired, disable write protection for the media.

If read-only access is desired, leave the write-protection enabled. Then make the necessary administrative requests in the requesting application (such as suspending the media) to ensure that the media is requested only for read access.

If the media was requested through the command line interface, see the `tpreq` man page or command description for specifying the media access mode. The `tpreq` command is described in the following manuals:

See the NetBackup Administrator's Guide, Volume II.

See the NetBackup Commands Reference Guide.

Device management status code 71

Message: Request terminated because media is a cleaning tape

Explanation: A mount request has been canceled because the media that was found in the drive is a cleaning tape.

Recommended Action: Check to make sure that the Media Manager's EMM database is up-to-date. If there are cleaning media in the library, assign appropriate cleaning media types to them in the Media Manager EMM database.

Device management status code 72

Message: EMM library call failed

Explanation: A request that was made to read/write data to EMM failed.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that pbx_exchange is running.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively running and accepting new connections.

Device management status code 73

Message: Stopping device daemon with tapes assigned

Explanation: An operator requested that `ltid` shutdown but tapes are still in use.

Recommended Action: None. This message is advisory and no action is required.

Device management status code 74

Message: Robot operation failed

Explanation: A tape mount by `bptm` resulted in a failed robotic operation.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the robotic hardware is functional.

Device management status code 75

Message: LTI system error

Explanation: A system error occurred.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- A `tpclean` operation was attempted and Windows networking was not properly configured.
- A malloc system call failed when trying to stop `ltid`.

Device management status code 76

Message: Robot/LTI protocol error

Explanation: Communication between `ltid` and the robotic daemons caused a protocol error.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that `ltid`, `bptm`, and the robotic daemons are at a compatible NetBackup level.

Device management status code 77

Message: VxSS access denied

Explanation: A user tried to run `tpclean` without adequate permissions.

Recommended Action:

- Verify that the user is logged on with permissions adequate for this operation.
- Verify that the VxSS settings are correct, under **Host Properties** in the **NetBackup Administration Console**.
  See the NetBackup Security and Encryption Guide.

Device management status code 78

Message: Unable to connect to the EMM server

Explanation: An attempt to retrieve or update information in EMM failed.

Recommended Action:

- Verify that the correct EMM server name is listed in the NetBackup configuration.
- Verify that the media server that encounters this error is listed in the NetBackup configuration on the EMM server.
- Verify that EMM is running on the EMM server.
- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Device management status code 79

Message: Cannot retrieve Job ID from Job Manager

Explanation: The `tpreq`, `tpclean`, or `tpunmount` command encountered an error while it tries to get a job ID from the NetBackup Job Manager.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that the NetBackup Job Manager is running on the master server.

Device management status code 80

Message: Job Manager returned error: see activity monitor

Explanation: The `tpunmount` command encountered an error while communicating with the NetBackup Job Manager. The details of this issue may be found in the Activity Monitor entry for this job.

Recommended Action:

- Examine command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Verify that the NetBackup Job Manager is running on the master server.
- Verify that the arguments that are provided to the `tpunmount` command are correct.

Device management status code 81

Message: Retry later

Explanation: An attempt was made to use resources that are controlled by EMM. These resources were not available.

Recommended Action: Retry the command at a later time.

Device management status code 82

Message: No drive available

Explanation: An attempt to use a drive was made but that drive was not available.

Recommended Action:

- Verify that the drive is not DOWN on the intended media server.
- Verify that the media server where the drive is found is ACTIVE.
- Retry the command with a different drive.

Device management status code 83

Message: Media does not exist in database

Explanation: The requested media ID was not found in the EMM database.

Recommended Action:

- Verify that the requested media ID was entered correctly.
- Retry with a different media ID.

Device management status code 84

Message: No Error on operation, sideband data only

Explanation: This is only an informational message.

Recommended Action: No action is required by the user.

Chapter 5

Robotic status codes

This chapter includes the following topics:

- Robotic status codes

Robotic status codes

Robotic daemons or processes issue these status codes. They are also issued by the programs that call the robotic operations, such as the `vmchange` command and the media and device management user interfaces.

Robotic status code 200

Message: STATUS_SUCCESS

Explanation: A robotic operation was successfully completed.

Recommended Action: None

Robotic status code 201

Message: Unable to open robotic path

Explanation:

The robotic library device cannot be opened due to one of the following reasons:

- The robot device, path, or library name in the device configuration may not be valid.
- The configured robotic device may not exist.
- The robotic device may be incorrect, such as a UNIX and Linux device file that does not have a character special file format.
- The robotic daemon/process lock file cannot be opened or a lock obtained.

- The open operation on the device or through the API interface (such as NDMP) failed.

Recommended Action:

- Stop any robot test utilities that may be running, since they have the lock on the robotic device when they are active.
- Check the configuration of the robot against the recommended configuration as indicated in the robot configuration documentation.
- Check the health of the robotic device by using a robot test utility, then close the test utility when finished.
- Check for the existence and permissions of the lock file itself and the lock file directory, which is `/usr/openv/volmgr/misc/vmd.lock` (UNIX and Linux) or *`install_path`*`\Volmgr\misc\vmd.lock` (Windows). Create the directory/folder and adjust the permissions as needed so that the robotic daemon/process can use the lock file. Stop and restart `ltid` (the device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows).

Robotic status code 202

Message: Unable to sense robotic device

Explanation:

An element of the robotic library device cannot be sensed. The cause can be any of the following:

- The SCSI commands mode sense, mode select, or read element status (of slot, drive, transport, i/e element) may have failed.
- A network API-controlled library inventory request may have failed.
- The robotic daemon/process cannot initialize a robotic database file.

Recommended Action:

- Check the configuration of the robot against the recommended configuration as indicated in the robot configuration documentation.
- Check the health of the robotic device by using a robot test utility and then close the test utility when finished.
- Check for the existence and permissions of the temporary robotic database and the temporary database directory/folder, which is `/usr/openv/volmgr/misc/robotic_db` (UNIX and Linux) or *`install_path`*`\Volmgr\misc\robotic_db` (Windows). Create the directory/folder and adjust the permissions as needed so that the robotic daemon/process can

create it or use it. Stop and restart `ltid` (the device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows).

Robotic status code 203

Message: Timeout waiting for robotic command

Explanation: A robotic operation timed out because it did not return with a status before the designated time period elapsed.

Recommended Action:

- Stop any robot test utilities, since they have the lock on the robotic device when they are active, and can block other requests.
- Check whether excessive hardware retries have delayed the completion of a robotic command.
- Check to see whether the robotic device still functions. Use a robot test utility to send commands to the device to see whether it is responsive. Execute `vmps` to verify that no unexpected Media Manager processes are running. Some processes should remain running, but some processes that do not go away can indicate a more serious problem, such as a hung system call.

Robotic status code 204

Message: Unable to initialize robot

Explanation: The robot cannot be initialized. This generic status is used for many conditions.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the system log messages that are related to the specific error leading to the robot initialization failure.

Robotic status code 205

Message: Robotic mount failure

Explanation: The robot cannot mount media.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the system log messages that are related to the specific error leading to the media mount failure.

Robotic status code 206

Message: Robotic dismount failure

Explanation: The robot cannot dismount media.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the system log messages that are related to the specific error leading to the media dismount failure.

Robotic status code 207

Message: Invalid command code

Explanation: A robotic operation was requested with improper options, when it was not supported, or a robotic operation encountered an incompatible device interface. There may be an incompatibility between components or versions of the product.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that all of the Media Manager binaries and user interfaces are at a compatible version level.

Robotic status code 208

Message: Requested slot is empty

Explanation: No media was found in a specified slot. The volume configuration may not be consistent with the physical contents of the robotic library that is associated with the volume.

Recommended Action: Install or realign the container/holder for the media if it is misplaced or misaligned. Place media right-side-up in the slot if the media is upside-down. Check to see if the requested slot is reserved to the robotic library for internal use. Physically correct issues within the robotic library, or use a media management interface to correct the volume configuration.

Robotic status code 209

Message: Unable to open drive

Explanation: The drive cannot be opened. The drive configuration may be incorrect and the drive may be logically DOWN. Also, the drive may never have become ready after media was placed in the drive.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check for improperly configured cleaning media or interference with the drive cleaning operation. Check for bad media that may have led to the drive not becoming ready after media was placed within it.
- To avoid configuring incorrect device paths and device names, which is a common cause of drive open problems, use the **Device Configuration Wizard** (on supported device discovery platforms) so that device paths and device names can be automatically configured. Investigate the system log messages that are related to the specific error leading to the open failure.

Robotic status code 210

Message: Unable to SCSI unload drive

Explanation: The drive cannot be unloaded. The drive configuration may be incorrect and the drive may be logically DOWN. Also, the drive may never have become ready after media was placed in the drive.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

- Check for improperly configured cleaning media or interference with the drive cleaning operation. Check for bad media that can prevent unloading the drive. To avoid configuring incorrect device paths and device names, which is a common cause of drive unload problems, use the **Device Configuration Wizard** (on supported device discovery platforms) so that device paths and device names can be automatically configured. Investigate the system log messages that are related to the specific error leading to the unload failure.

Robotic status code 211

Message: Process killed by signal

Explanation: An unexpected signal or event canceled the robotic operation.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check vendor or operating system administrative interfaces and logs to see if robotic commands are being canceled.

Robotic status code 212

Message: Process killed by parent

Explanation: A robotic operation was canceled because of one of the following:

- It did not return a status before the designated time period elapsed
- Communications or hardware errors led to the need to reinitialize the device

Recommended Action:

- Stop any robot test utilities, since they have the lock on the robotic device when they are active, and can block other requests.
- Check to see if the robotic device still functions.
- Check if excessive hardware or communication problems have delayed the completion of a robotic command.
- Use a robot test utility to send commands to the device to see whether it is responsive. Execute `vmps` to verify that no unexpected Media Manager processes

are running. Some processes should remain running, but some processes that do not go away can indicate a problem, such as a hung system call.

Robotic status code 213

Message: Drive does not exist in robot

Explanation: A targeted drive was not found in the robotic library. The drive configuration may be incorrect.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Obtain the list of drives using a method that involves a robotic library query, such as a query available from the robot test utility. Compare the list of drives against the device configuration. Ensure that `ltid` was stopped and restarted after changes were last made to the device configuration. `ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.

Robotic status code 214

Message: Robot number does not exist

Explanation: A targeted robotic library was not found in the active device configuration.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Ensure that `ltid` was stopped and restarted after changes were last made to the device configuration. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.) On commands to robotic libraries, specify only robotic libraries that are actively part of the device configuration.

Robotic status code 215

Message: Requested tape in other or non-configured drive

Explanation: The targeted media was found in a drive differing from the targeted drive.

Requested media can be temporarily unavailable, which is normal. Also, media can remain unavailable until administrator or operator action is taken.

Recommended Action:

- If the media is needed immediately, examine the command output (if available), debug logs, and system logs for messages relating to the targeted media. See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check for conflicts between multiple applications using media in the robotic library. Check integrity of the drive and drive paths, so that media is not routinely left in other drives.

Robotic status code 216

Message: Door is open on cabinet

Explanation: The robotic library door was open.

Recommended Action: Close the door of the robotic library and reissue the robotic request. See if the door latch mechanism works by comparing what happens with robot test utility commands when the door is open versus closed.

Robotic status code 217

Message: Requested slot already has cartridge

Explanation: The requested slot was already held or was associated with a cartridge.

Recommended Action: Ensure that the inject/eject request does not target a slot that already contains media. Check for media in drives to ensure that the media's home slot location is not targeted for use with media to be injected.

Robotic status code 218

Message: Cannot move from media access port to slot

Explanation: A robotic inject media operation returned a status indicating that an inject failure occurred.

Recommended Action:

- See whether the robotic library has a media access port (use the robot test utility to validate). Investigate whether the administrator or operator has canceled the inject operation.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Robotic status code 219

Message: Cannot move from slot to media access port

Explanation: A robotic eject media operation returned a status indicating that an eject failure occurred.

Recommended Action:

- See if the robotic library has a media access port (use the robot test utility to validate). Check if the administrator or operator has canceled the eject operation.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Robotic status code 220

Message: Media access port does not contain media

Explanation: A robotic inject media operation returned a status indicating that the media access port does not contain any cartridges/media. The operator or administrator may not have placed media into the media access port for inject.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Coordinate inject/eject operations between all of the operators and administrators.

Robotic status code 221

Message: Media access port already contains media

Explanation: A robotic eject media operation returned a status indicating that the media access port contains one or more cartridges. The operator or administrator may not have removed the media from the media access port as part of the latest (or a previous) eject operation.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
- Coordinate inject/eject operations between all operators and administrators. Ensure that the media access port is empty of media before an eject operation.

Robotic status code 222

Message: Robotic arm has no addressable holder

Explanation: A holder is gone from an element of the robot and cannot be used.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the state of the physical hardware and correct the holder status for storage, drive, and transport elements as needed. Then, resubmit the request.

Robotic status code 223

Message: Robot busy, cannot perform operation

Explanation: The robot is busy performing another operation, using resources that are needed for the requested operation.

Recommended Action: Wait until the robot is done performing current external-based requests (including robot inventory and inject/eject media) before starting new requests. Check the vendor or operating system administrative interfaces and logs to see if the robotic resources are busy.

Robotic status code 224

Message: Control daemon connect or protocol error

Explanation: A protocol error occurred between robotic and other components.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the system log messages that are related to the specific error leading to the media mount failure. Verify that all of the Media Manager binaries are at a compatible version level.
- Verify that the robotic interfaces to vendor and operating system software have compatible versions.

Robotic status code 225

Message: Robot hardware or communication error

Explanation: A hardware or communications error occurred between robotic and other components.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Investigate the system log messages that are related to the error leading to the media mount failure.
- Verify that all of the Media Manager binaries are at a compatible version level. Verify that robotic interfaces to the vendor and operating system hardware and software have compatible versions.

Robotic status code 226

Message: Requested slot contains the wrong tape

Explanation: The media in the requested slot is different from the media that is expected in that slot. The volume configuration is not consistent with the physical contents of the robotic library that is associated with the slot associated with the requested volume.

Recommended Action: The volume configuration or media placement in the robotic library needs to be adjusted using one of the media management interfaces. Determine whether the barcode changed or the media changed since the last time the EMM database was reconciled for the affected slot. If only the barcode has changed but not the media, issue an update barcode request for each affected

volume. If the media has been changed, use a media management interface to run robot inventory update, which updates the EMM database with the media location.

Robotic status code 228

Message: Requested slot does not exist in robot

Explanation: The slot that is associated with a request is not valid for the robot.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Issue a robot inventory Contents report to determine the valid slot range for the robot. Check the volume configuration to ensure that only valid slots are referenced in volume records, paying particular attention to the starting and ending slot numbers. Update the volume configuration as needed, or request only valid slot ranges for robotic operations.

Robotic status code 229

Message: Requested operation is not supported by the robot

Explanation: A robotic operation was either sent to a robotic component that did not support that operation, or the options that were requested for the operation were not supported. There may be an incompatibility between components or versions of the product.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that all of the Media Manager binaries and user interfaces are at a compatible version level.

Robotic status code 230

Message: System error occurred during robot operation

Explanation: A robotic operation encountered a system error. This status code is used for generic system call failures within robotic daemons/processes.

Recommended Action:

- Check for other error messages in the command or interface output to indicate which system call failed. Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Check the system application log for error and warning messages.
- Verify that the system is not running out of virtual memory. If the virtual memory is the problem, shut down the unused applications or increase the amount of virtual memory. To increase the virtual memory on Windows: display the Control Panel, double-click **System**, and on the **Performance** tab, set Virtual Memory to a higher value.
- Verify that all of the product binaries are properly installed.
- Verify that no unexpected Media Manager processes are running by executing `vmps`. Some processes should remain running, but some processes that do not go away can indicate a problem, such as a hung system call.

Robotic status code 232

Message: Volume not found in library

Explanation: The requested media was not found in the robotic library. The media has been ejected or become inaccessible for some other reason.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Issue a robot inventory Contents report to obtain the list of media in the robotic library. See if the inventory filters have been enabled in the Media Manager configuration file. Inventory filters affect the contents of the media list that was returned from the robotic daemon or process. Use a robot test utility or an operating system/vendor administrative interface to verify the status of the media, as needed. Update the volume configuration and search for the media if it was not in the robotic library, as needed, and resubmit the request.

Robotic status code 233

Message: Volume is in library, but not in drive domain

Explanation: The media was in the robotic library, in a library domain that is inaccessible to the drives that are configured in the robot.

Recommended Action: Issue a robot inventory Contents report to obtain the list of media in the robotic library. Check the device configuration and ensure that the drive addresses correspond to the correct domain for the media. Correct the device configuration as needed and restart `ltid` (the device daemon on UNIX and Linux or NetBackup Device Manager service on Windows). Use a robot test utility or a vendor administrative interface to verify the status of media, as needed. Update the volume configuration and physically move the media into the robotic library, as needed, and resubmit the request.

Robotic status code 234

Message: Robot denied access to the resource

Explanation: The media was found in the robotic library, but is denied access according to an established security policy.

Recommended Action: Issue a robot inventory Contents report to obtain the list of media in the robotic library. Use a vendor administrative interface to verify the status of media, as needed. Delete the media in the volume configuration, or make the volume accessible through a vendor administrative interface, as appropriate. Update the volume configuration, as needed, and resubmit the request.

Robotic status code 235

Message: barcode label is unreadable

Explanation: The media was found in the robotic library, but it has an unreadable barcode label.

Recommended Action: Use the robot test utility or a vendor administrative interface to verify the status of the media. Correct the label or replace the media as appropriate. Update the volume configuration, as needed, and resubmit the request.

Robotic status code 236

Message: Robot has misplaced the media

Explanation: The requested media was known, according to the vendor software managing the robotic library, but the media has been misplaced.

Recommended Action: Use a robot test utility or a vendor administrative interface to verify the status of media. Search for the media inside the robotic library. Update the volume configuration and search for the media if it was not in the robotic library, as needed, and resubmit the request.

Robotic status code 237

Message: Volume is in use

Explanation: The media was in use.

Recommended Action: Use the robot test utility or a vendor administrative interface to verify the status of the media. Determine what applications may be using the media. Dismount the media if it is not being used. Wait for the media to become available, as needed.

Robotic status code 238

Message: Requested drive is in an offline domain

Explanation: The drive that is targeted for a mount request was in a robotic library domain that is offline.

Recommended Action: Bring back the robotic library domain (ACS Library Storage Module) online, or postpone use of drives in that domain until the domain can be brought back online.

Robotic status code 239

Message: Requested volume is in an offline domain

Explanation: The volume that is targeted for a mount request was in a robotic library domain that is in the offline or offline pending state.

Recommended Action: Bring back online the robotic library domain (ACS Library Storage Module), or postpone the use of media in that domain until the domain can be brought back online.

Robotic status code 240

Message: A memory allocation attempt failed in the robotic daemon

Explanation: An attempt by the robotic control daemon to allocate memory has failed. This error may indicate serious memory problems on your media server.

Recommended Action: Stop all of the NetBackup Media Manager daemons. Consult the documentation for your operating system memory management tools to determine what remaining process is leaking memory, and stop that process. Restart the NetBackup Media Manager daemons. Free up memory by terminating the unneeded processes that consume a lot of memory. Add more swap space or physical memory, if necessary.

Robotic status code 242

Message: Robot media access port does not exist

Explanation: The requested media access port was not valid for use with the targeted media.

Recommended Action: Use the robot test utility or a vendor administrative interface to verify the media access port address based on the location of the media. Choose a media access port that is valid, or let one be automatically selected, and retry the robotic operation.

Robotic status code 243

Message: Cannot open/create the media access port status file

Explanation: A robotic daemon/process cannot create or open a status file in the database directory/folder.

Recommended Action: Investigate why the robot status file in the directory `/usr/openv/volmgr/database` (UNIX and Linux) or folder *`install_path`*`\Volmgr\database` (Windows) cannot be created or opened. On Windows, check which account the NetBackup Device Manager service (and therefore, the robotic process) is running under. Compare it against the security properties of the database folder.

Robotic status code 244

Message: The eject command was aborted by the user

Explanation: An administrator or operator canceled an eject media request.

Recommended Action: This error happens when an administrator or operator cancels an eject request. The request may have been canceled for the following reasons: missing or faulty media, to allow the media access port to be used for other requests, or to perform the operation at a later time. Check with the administrator or operator for more information.

Robotic status code 245

Message: Physical drive is not available

Explanation: A robotic mount operation could not be completed because the physical drive resources are not available for the request. This error may result from an environment that is based on virtualized resources, such as one involving the Storagenet 6000 Storage Domain Manager (SN6000).

The SN6000 virtualizes tape drives. Some SN6000 configurations may have more logical drives than the number of physical drives (or equivalent resources) available for drive requests. Also, the relationship between the number of logical drives and physical drives may change as hardware failures occur. NetBackup scheduling, drive allocation, and drive assignment algorithms can only determine logical drive availability. NetBackup attempts to fully use all configured and available logical drives. If the number of required logical drives exceeds the physical drives available, a NetBackup job may be started with insufficient drive resources. Instead of queueing the job in the scheduler, the job runs and encounters the resource issue when it makes an ACS tape mount request.

Recommended Action:

- Install the Shared Storage Option (SSO) license for mount requests to requeue when physical drive resources are not available.
- The number of drives that can be in use at any one time is limited. Configure backup windows so the different storage units that are tied to the same physical drives are active only at non-overlapping times. Increase the media mount timeout to avoid job failures when the job cannot get a physical drive due to the drives all being busy.

Robotic status code 246

Message: Failed to find an available slot to inject to

Explanation: An attempt to inject a volume into a full library failed. This error should only occur when the library is full. Full means that all storage elements either contain media or have been assigned media that are currently mounted in a drive. Note that some libraries that support multiple media types restrict which type of media can be assigned to each storage element. In this case, this error might occur even if some of the storage elements in a library were not full. Since the empty storage elements may not match the media type for the media to inject, the library is full for this media type.

Recommended Action: Clear the media access port, then re-inventory the robot by doing a volume configuration update.

Robotic status code 249

Message: Volume is in home slot

Explanation: The volume is currently in its home slot and ready for eject.

Recommended Action: None

Robotic status code 250

Message: Media access port is available

Explanation: The media access port is available for inject or eject.

Recommended Action: Begin the inject or eject operation.

Robotic status code 251

Message: Media access port is unavailable

Explanation: The media access port is not ready for inject or eject.

Recommended Action: Manually remove any media remaining in the robot's media access port. If this status persists, check the robotic console for errors.

Robotic status code 252

Message: Media access port is in inject mode

Explanation: The media access port is ready to inject and is not available for eject.

Recommended Action: Complete the inject operation.

Robotic status code 253

Message: Media access port is in eject mode

Explanation: The media access port is ready to eject and is not available for inject.

Recommended Action: Complete the eject operation.

Robotic status code 254

Message: Robot busy, inventory operation in progress

Explanation: The robot is not available because it is performing an inventory, using resources that are needed for the requested operation.

Recommended Action: Wait until the robot is done performing the inventory before you start new requests. Check the vendor or operating system administrative interfaces and logs to see if the robotic resources are busy.

Robotic status code 255

Message: Robot busy, inject operation in progress

Explanation: The robot is not available because it is involved in an inject operation, using the resources that are needed for the requested operation.

Recommended Action: Wait until the robot is done performing the inject operation before you start new requests. Check the vendor or operating system administrative interfaces and logs to see if the robotic resources are busy.

Robotic status code 256

Message: Robot busy, multiple eject operation in progress

Explanation: The robot is unavailable because a multiple eject is in progress, using the resources that are needed for the requested operation.

Recommended Action: Wait until the robot is done performing the multiple eject operation before you start new requests. Check the vendor or operating system administrative interfaces and logs to see if the robotic resources are busy.

Robotic status code 257

Message: Robot busy, multiple inject operation in progress

Explanation: The robot is unavailable because a multiple inject is in progress, using the resources that are needed for the requested operation.

Recommended Action: Wait until the robot is done performing the multiple inject operation before you start new requests. Check the vendor or operating system administrative interfaces and logs to see if the robotic resources are busy.

Robotic status code 258

Message: Cleaning/unknown media in drive

Explanation: A request to mount a tape failed because the cleaning media was found in the drive.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation once the drive cleaning has completed.

Robotic status code 259

Message: Not authorized by VxSS

Explanation: A request was made to the robot daemons by an unauthorized user.

Recommended Action:

- Verify that the user has the necessary permissions to perform this operation.
- Verify that the authentication and authorization security settings are correct, under **Host Properties** in the **NetBackup Administration Console**. Information is available at the following location on how to use the Cohesity Product Authentication and Authorization Service:
  See the NetBackup Security and Encryption Guide.

Robotic status code 260

Message: Robot busy, robot diagnostics in progress

Explanation: The requested robot is running a robot diagnostic.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Retry the operation when the robot diagnostic cycle is complete.

Robotic status code 261

Message: EMM error

Explanation: A request that was made to read/write data to EMM failed.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Run the `tpconfig -d` or `vmquery -a` command to verify that the EMM server is actively processing commands.

Robotic status code 262

Message: Configuration has changed, robot daemons and ltid need restarting

Explanation: A device configuration change has been made that is not reflected in the robotic daemon's run-time cache of the data.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Restart `ltid` and the robotics on this system or on the robot control host system.

Chapter 6

Robotic error codes

This chapter includes the following topics:

- Robotic error codes

Robotic error codes

These status codes are returned if a robotic daemon/process was started from the command line and an error occurs.

Robot Error status code 1

Message: You must be ROOT to start daemon

Explanation: A user other than root started a robotic daemon. This status only applies to UNIX and Linux systems.

Recommended Action: Log on as the root user before you start the robotic daemons. Allow the robotic daemons to be started automatically as needed by `ltid` (the device daemon).

Robot Error status code 2

Message: LTI Daemon may not be running

Explanation: On an attempt to start a robotic daemon or process, the attempt to connect to the `ltid` message queue failed. This error indicates that `ltid` (the device daemon or NetBackup Device Manager service) may not be running.

Recommended Action:

- Start `ltid` so that the shared memory can be initialized, allowing the robotic daemon/process to function.

- If problems persist, examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see the resources that are currently in use.

Robot Error status code 3

Message: Error in getting shared memory

Explanation: A robotic daemon/process was unable to get a shared memory identifier associated with the segment of shared memory that `ltid` maintains. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see the resources that are currently in use.

Robot Error status code 4

Message: Error in attaching the shared memory

Explanation: A robotic daemon/process was unable to attach the shared memory segment that `ltid` maintains. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see the resources that are currently in use.

Robot Error status code 5

Message: Error in getting process ID

Explanation: A robotic daemon/process was unable to obtain its own process identifier due to a system call failure.

Recommended Action: Investigate the operating system functionality regarding a process obtaining its own process identifier.

Robot Error status code 6

Message: No devices are configured on the robot

Explanation: A robotic daemon/process was started, but no drives are configured for the robot.

Recommended Action: Some robotic daemons or processes do not run if there are not any drives configured for them to manage. Add or reconfigure one or more drives to be in the associated robot. Then, stop and restart `ltid` (the Media Manager device daemon on UNIX and Linux or NetBackup Device Manager service on Windows).

Robot Error status code 7

Message: No robots are configured

Explanation: A robotic daemon/process was started, but no robots of the associated robot type are configured.

Recommended Action: The robotic daemons or processes do not run if there are not any robots configured for the associated robot type. Add or reconfigure the robots, then stop and restart `ltid` (the Media Manager device daemon on UNIX and Linux or NetBackup Device Manager service on Windows).

Robot Error status code 8

Message: No memory available

Explanation: A robotic daemon/process was unable to allocate memory. This error occurs when insufficient system memory is available. This error can result from the system being overloaded with too many processes and from insufficient physical and virtual memory.

Recommended Action: Free up memory by terminating any unneeded processes. Add more swap space or physical memory.

Robot Error status code 9

Message: Error in SEMAPHORE operation

Explanation: A process was unable to perform a semaphore operation (such as lock or unlock) associated with the resources maintained by `ltid`. (`ltid` is the Media Manager device daemon on UNIX and Linux or the NetBackup Device Manager service on Windows.)

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- On UNIX and Linux servers, gather the output of the `ipcs -a` command to see the resources that are currently in use.

Robot Error status code 10

Message: Fork failure occurred

Explanation: A robotic daemon or process cannot create a child process due to a system error. This error is probably intermittent, based on the availability of resources on the system (only applies to UNIX and Linux servers).

Recommended Action:

- Restart the device daemon at a later time and investigate the system problems that limit the number of processes.
- Examine the system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Restart the device daemon, then retry the operation and examine the system log file.

Robot Error status code 11

Message: System error occurred

Explanation: A robotic daemon/process encountered a system error.

Recommended Action: Examine the command output, debug logs, and system logs for a more detailed message on the error.

See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Robot Error status code 12

Message: Usage error in creating child process

Explanation: A robotic daemon/process cannot create a child process due to an incompatibility between robotic software components.

Recommended Action:

- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.
- Verify that all of the Media Manager binaries are at a compatible version level.

Robot Error status code 13

Message: EMM error

Explanation: The robotic daemon had a problem communicating with EMM.

Recommended Action:

- Make sure `nbemm` is running and responding to requests.
- Examine the command output, debug logs, and system logs for a more detailed message on the error.
  See "Setting Media Manager debug logging to a higher level" in the NetBackup Logging Reference Guide.

Robot Error status code 14

Message: You must be an administrator to execute

Explanation: A robotic process was started under a user account that lacks Administrator privileges (only applies to Windows systems).

Recommended Action: Allow the robotic daemons to be started automatically as needed by the NetBackup Device Manager service. Ensure that this service starts from a user account with administrator privileges.

Robot Error status code 16

Message: Devices located in multiple domains

Explanation: A robotic daemon or process encountered an invalid device configuration. In this configuration, a single logical robot controls drives from different domains.

Recommended Action: Display the device configuration using `tpconfig -d` or a device configuration interface to see the robotic and the drive information that is already configured. Ensure that the drive addresses do not span physical domains. Drives can only be configured in the same robot if they can be used with media from a single domain. The domain must include a single physical library or multiple libraries that are connected by a cartridge exchange or pass-through mechanism.

Robot Error status code 17

Message: Robotic daemon not licensed

Explanation: A robotic daemon or process was started without the required, current product license, or a required database file was missing or corrupt.

Recommended Action:

- Check product documentation for supported device configurations.
- Obtain an additional software license that allows robots of the associated robot type to be configured. Or, limit the configuration to the robot types that current licensing allows. Check for the existence and permissions of the `external_robotics.txt` file in the `/usr/openv/share` directory (UNIX and Linux) or in the *`install_path`*`\NetBackup\share` folder (Windows).

Chapter 7

Security services status codes

This chapter includes the following topics:

- Security services status codes

Security services status codes

The security services status codes appear in the exit status and command output for the `bpnbat` command when you authenticate a user with the NetBackup authentication daemon (`nbatd`) or the NetBackup web service (`nbwmc`) to get a user certificate or a session token.

Security services status code 93

Message: Web authentication failed.

Explanation: Web authentication has failed.

Recommended Action: Either the user name, domain name, domain type, or password is incorrect. Check the user authorization permission. Check the `bpnbat` logs for further diagnostics.

Security services status code 94

Message: Both AT authentication and Web authentication failed.

Explanation: Authentication for the NetBackup AT broker and the web application has failed.

Recommended Action: Ensure that both the NetBackup web service (`nbwmc`) and the NetBackup authentication daemon (`nbatd`) are running on the master server.

Either the user name, domain name, domain type, or password is incorrect. Check the `bpnbat` logs for further diagnostics.

Security services status code 95

Message: AT authentication successful, web authentication failed.

Explanation: When the login type is not specified, both the NetBackup AT broker and the NetBackup web application logins are performed. However, authentication for the NetBackup web application has failed.

Recommended Action: Ensure that the NetBackup web service (`nbwmc`) is running on the master server. Check the `bpnbat` logs for further diagnostics.

Security services status code 96

Message: Web authentication successful, AT authentication failed.

Explanation: When the login type is not specified, both the NetBackup AT broker and the NetBackup web application logins are performed. However, authentication for the NetBackup AT broker has failed.

Recommended Action: Ensure that the NetBackup authentication daemon (`nbatd`) is running on the master server. Check the `bpnbat` logs for further diagnostics.

Security services status code 97

Message: Web logout failed.

Explanation: The logout operation to the NetBackup web application failed.

Recommended Action: Ensure that the NetBackup web service (`nbwmc`) is running on the master server.

Security services status code 98

Message: Web logout was successful, but the AT logout failed.

Explanation: When the logout type is not specified, both the NetBackup AT broker and the web application logouts are performed. However, the NetBackup authentication broker logout failed.

Recommended Action: Rerun the operation. If the problem persists, save all of the error log information and contact Cohesity Technical Support.

Security services status code 99

Message: AT logout was successful, but the web logout failed.

Explanation: When the logout type is not specified, both the NetBackup AT broker and the web application logouts are performed. However, the NetBackup web application logout failed.

Recommended Action: Ensure that the NetBackup web service (`nbwmc`) is running on the master server.

Security services status code 100

Message: Both the AT and the web logout failed.

Explanation: The NetBackup AT broker and the web application logout failed.

Recommended Action: Ensure that the NetBackup web service (`nbwmc`) is running on the master server and retry the operation.

Security services status code 101

Message: The CA certificate is not present or is invalid.

Explanation: The NetBackup web login or logout failed because the NetBackup web authentication services' certificate could not be verified using a CA certificate from the local trust store.

Recommended Action: Run the `nbcertcmd -getCACertificate` command to get a new CA certificate and try again. You can also run the `nbcertcmd -listCACertDetails` command to list the CA certificates that are in the local trust store. Ensure that the NetBackup web service (`nbwmc`) is running on the master server and retry the operation.

Security services status code 102

Message: Unable to connect to the NetBackup web authentication service.

Explanation: The NetBackup web login or logout failed because NetBackup cannot connect to the web authentication service.

Recommended Action: Ensure that the NetBackup web service (`nbwmc`) is running on the master server.

Security services status code 103

Message: Unable to send information to the NetBackup web authentication service.

Explanation: The NetBackup web login or logout failed because NetBackup cannot send information to the NetBackup web authentication service.

Recommended Action: Check if the NetBackup web service (`nbwmc`) is running and restart it, if required.

Security services status code 104

Message: Unable to read information from the NetBackup web authentication service.

Explanation: The NetBackup web login or logout failed because NetBackup cannot read the token information from the NetBackup web authentication service.

Recommended Action: Check if the NetBackup web service (`nbwmc`) is running and restart it, if required.

Security services status code 105

Message: Unable to retrieve user authentication details on the current host.

Explanation: The user authentication details from the NetBackup web login cannot be retrieved on the current host.

Recommended Action: Try to log in again with the `bpnbat -login` command. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Security services status code 106

Message: Authentication successful but unable to store the user details on the current host.

Explanation: The NetBackup web login authentication succeeded, but the user details were not stored on the current host.

Recommended Action: Try to log in again with the `bpnbat -login` command. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Security services status code 107

Message: Failed to get logged in user details; either the credentials are expired or are not available.

Explanation: The `bpnbat -whoami` command returns this error when it does not find the AT credentials and web token.

Recommended Action: Try to log in again with the `bpnbat -login` command. If the problem continues, save all of the error log information and contact Cohesity Technical Support.

Chapter 8

NetBackup alert notification status codes

This chapter includes the following topics:

- NetBackup alert notification status codes

NetBackup alert notification status codes

This section contains the NetBackup alert notification status codes.

The NetBackup administrator is notified of critical errors that are sent through a ticketing system in your environment. The alerts are generated based on status codes that are specific to job failures and are sent to the ticketing system. The NetBackup administrator can view these alerts as incidents in the ticketing system's user interface.

NetBackup supports the ticketing systems that are based on inbound email services, such as ServiceNow, Remedy, or HP Service Manager (HPSM).

The following table lists the NetBackup status codes that generate alerts and sends them to the ticketing system.

Note: Alerts are generated for the listed status codes only for the following Job Types: Backup, Snapshot, Snapshot Replication, Index from Snapshot, and Backup from SnapShot.

Table 8-1 NetBackup alert notification status codes

Status code	Error message
1	The requested operation was partially successful
2	None of the requested files were backed up
6	The backup failed to back up the requested files
9	A necessary extension package is not installed or not configured properly
10	Allocation failed
11	System call failed
12	File open failed
13	File read failed
14	File write failed
20	Invalid command parameter
21	Socket open failed
23	Socket read failed
24	Socket write failed
25	Cannot connect on socket
26	Client/server handshaking failed
27	Child process killed by signal
28	Failed trying to fork a process
29	Failed trying to exec a command
35	Cannot make required directory
36	Failed trying to allocate memory
37	Operation requested by an invalid server
39	Client name mismatch
40	Network connection broken
41	Network connection timed out

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
42	Network read failed
44	Network write failed
46	Server not allowed access
47	Host is unreachable
48	Client hostname could not be found
49	Client did not start
50	Client process aborted
52	Timed out waiting for media manager to mount volume
54	Timed out connecting to client
58	Can't connect to client
59	Access to the client was not allowed
61	The vnetd proxy encountered an error
63	Process was killed by a signal
67	Client backup failed to read the file list
69	Invalid filelist specification
71	None of the files in the file list exist
72	The client type is incorrect in the configuration database
74	Client timed out waiting for `bpstart_notify` to complete
83	Media open error
84	Media write error
85	Media read error
86	Media position error
87	Media close error
89	Problems encountered during setup of shared memory

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
90	Media manager received no data for backup image
93	Media manager found wrong tape in drive
96	Unable to allocate new media for backup, storage unit has none available
98	Error requesting media (`tpreq`)
103	Error occurred during initialization, check configuration file
112	No files specified in the file list
114	Unimplemented error code
129	Disk storage unit is full
130	System error occurred
142	File does not exist
154	Storage unit characteristics mismatched to request
155	Disk is full
156	Snapshot error encountered
158	Failed accessing daemon lock file
159	Licensed use has been exceeded
174	Media manager - system error occurred
190	Found no images or media matching the selection criteria
191	No images were successfully processed
196	Client backup was not attempted because backup window closed
198	No active policies contain schedules of the requested type for this client
200	Scheduler found no backups due to run
213	No storage units available for use
219	The required storage unit is unavailable
227	No entity was found

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
232	A protocol error has occurred
233	Premature eof encountered
636	Read from input socket failed
800	Resource request failed
806	This mpx group is unjoinable
811	Failed to communicate with resource requester
818	Retention level mismatch
1002	Discovery detected a failed client
1542	An existing snapshot is no longer valid and cannot be mounted for subsequent operations
2000	Unable to allocate new media for backup, storage unit has none available.
2001	No drives are available for this job
2002	Invalid STU identifier type
2003	Drive is not allocated.
2004	Drive is already allocated
2005	MDS has received an invalid message from a media server.
2006	NDMP credentials are not defined in EMM.
2007	Storage unit is not compatible with requesting job
2008	All compatible drive paths are down
2009	All compatible drive paths are down but media is available
2010	Job type is invalid
2011	The media server reported a system error
2012	Media has conflicts in EMM
2013	Error record insert failed
2014	Media is not assigned

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
2015	Media is expired
2016	Media is assigned to another server
2017	Media needs to be unmounted from a drive
2018	Number of cleanings is invalid
2019	Media is in a drive that is not configured on local system
2020	Robotic library is down on server
2021	Allocation record insert failed
2022	Allocation status record insert failed
2023	Allocation identifier is not known to EMM
2024	Allocation request update failed
2025	Allocation request delete failed
2026	Allocation status request delete failed
2027	Media server is not active
2028	Media is reserved
2029	EMM database is inconsistent
2030	Insufficient disk space or high water mark would be exceeded
2031	Media is not defined in EMM
2032	Media is in use according to EMM
2033	Media has been misplaced
2034	Retry the allocation request later
2035	Request needs to pend
2036	Drive is in a robotic library that is up
2037	Drive is not ready
2038	Media loaded in drive is not write-enabled

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
2039	SCSI reservation conflict detected
2040	Maximum job count has been reached for the storage unit
2041	Storage unit is down
2042	Density mismatch detected
2043	Requested slot is empty
2044	Media is assigned to another application
2045	Storage unit is disabled since max job count is less than 1
2046	Media is unmountable
2047	Media is write protected
2048	Media is in use by the ACS robotic library
2049	Media not found in the ACS robotic library
2050	ACS media has an unreadable external label
2051	ACS media is not in the drive's domain
2052	An ACS Library Storage Module (LSM) is offline
2053	Media is in an inaccessible drive
2054	Media is in a drive that is currently in a DOWN state
2055	ACS physical drive is not available
2056	The file name used for the mount request already exists
2057	The scan host of the drive is not active
2058	LTID needs to be restarted on media servers before the device can be used
2059	The robotic library is not available
2060	Media needs to be rewound or unmounted from a drive
2061	The host is not an active node of a cluster
2062	Throttled job count has been reached for the storage unit

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
2063	Server is not licensed for the Remote Client Option
2064	Job history indicates that no media is available
2065	Job history indicates that no drive is available
2066	Disk pool not found
2067	Disk volume not found
2068	Disk volume mount point not found
2069	Disk volume mount point record insert failed
2070	The specified mount path will not fit in the allocated space
2071	Unable to find any storage servers for the request
2072	Invalid operation on static mount point
2073	Disk pool is down
2074	Disk volume is down
2075	Fibre Transport resources are not available
2076	DSM returned an unexpected error
2077	DSM has already mounted the volume
2078	The maximum number of mounts for the disk volume have been exceeded
2079	DSM has detected that an invalid file system is mounted on the volume
2080	Disk volume has no max writers count
2081	Disk volume has no max readers count
2082	The drive needs to be marked as available
2083	The media affinity group is not defined in EMM
2084	Media affinity group record insert failed
2085	Disk volume is not available
2086	Disk volume cannot be used for more than one copy in the same job

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
2087	Media allocation would exceed maximum partially full media limit
2088	Cleaning media is not available
2089	FT client is not running
2090	FT client has no devices configured
2091	FT client devices are offline
2092	FT server devices for client are offline
2093	No FT servers for this client are running
2094	STU cannot run Lifecycle backups
2095	STU cannot run VMware backup
2096	NDMP operation does not support multiple inline copies
2097	Storage unit group does not exist in EMM configuration
2098	Media pool is not eligible for this job
2099	Required drive or drive path is not configured
2100	Maximum number of mounts has been exceeded for tape media
2101	Media server not found in EMM database
2102	Storage unit does not support spanning
2103	Media server mismatch
2104	Storage units are not available
2105	Storage unit requested for replication job is not replication capable
2106	Disk storage server is down
2107	Requested media server does not have credentials or is not configured for the storage server
2108	Requested NDMP machine does not have credentials or is not configured in NetBackup
2109	Requested Fibre Transport client machine was not found in NetBackup configuration

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
2110	Requested machine is not configured in NetBackup
2111	All storage units are configured with On Demand Only and are not eligible for jobs requesting ANY storage unit
2112	NetBackup media server version is too low for the operation
2113	Invalid or no disk array credentials are added for vserver
2505	Unable to connect to the database
4200	Operation failed: Unable to acquire snapshot lock
4201	Incorrect snapshot method configuration or snapshot method not compatible for protecting backup selection entries
4202	Invalid or incompatible storage unit configured
4203	Invalid or unsupported entry found in backup selection filelist
4204	Incompatible client found
4205	Incorrect or no credentials found
4206	Authentication error occurred. NetBackup Client Service is running as Local System, this is likely incorrect.
4207	Could not fetch snapshot metadata or state files
4208	Could not fetch snapshot metadata or state files
4209	Snapshot metadata or statefiles cannot be created
4210	Incorrect or no content found in snapshot metadata
4211	Snapshot not accessible or invalid snapshot
4212	Recreation of snapshot failed
4213	Snapshot import failed
4214	Snapshot mount failed
4215	Snapshot deletion failed
4216	Snapshot cleanup failed
4218	Snapshot deport failed

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
4219	Command operation failed: Third-party command or API execution failed
4220	Command operation failed: System command or API execution failed
4221	Found an invalid or unsupported configuration
4222	Operation failed: Unable to acquire policy lock to take snapshot
4223	Operation not completed
4224	STS Internal Error
4225	Unauthorized operation attempted by client or media on storage server
4226	Communication failure occurred with storage server
4227	STS Plug-in error occurred
4228	Storage server or plug-in version mismatch
4229	Insufficient resources or capabilities found by storage server
4230	Invalid storage topology or storage server configuration error
4231	STS Unexpected Error
4232	Invalid Discovery Query URI
4233	BIOS UUID client reference not allowed for vCloud
4234	VMware server login failure
4235	vCloud keyword used when vCloud not enabled
4236	vCloud policy includes multiple organizations
4237	Client does not meet policy requirements
4238	No server credentials configured for policy
4239	Unable to find the virtual machine
4240	Operation not supported
4241	Block-level incremental backups are not supported for this device
4243	Unable to connect to VirtualCenter server

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
4245	Invalid pathname for backup selection
4246	The requested operation was partially successful.
4248	Index from snapshot operation failed with an internal error
4249	Index from snapshot operation failed, catalog already exists
4250	Index from snapshot operation failed, unable to find child image or file information
4251	Index from snapshot operation failed. Failed to write into index database.
4252	Index from snapshot operation failed. Entry does not belong to any of the backup selection entries.
4253	Index from snapshot operation failed. SLP version mismatch for current and previous backup image.
4254	Invalid or no path found to create index database
4255	Index from snapshot using SnapDiff is disabled by the user
4256	Index from snapshot is not supported for the file system associated with backup selection
4257	Index from snapshot is not supported for the storage server
4258	Transient error encountered while taking Hyper-V VM snapshot.
4259	Failed to find VirtualCenter host name in VMware Lookup Service
4260	Encountered SSO login failure
4261	Encountered VMware Internal Server Error
4262	Encountered VMware vCloud Suite API failure
4263	Encountered VMware SOAP API failure
4264	Encountered unexpected error while processing TagView XML
4265	Encountered a VMware Virtual Machine Server that does not support Tags
4266	Encountered a VMware Virtual Machine Server that does not offer Tag APIs
4267	Failed to initialize Java Runtime Environment

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
4268	Failed to retrieve resource pool information
4269	Found multiple virtual machines with same identity
4271	Maximum virtual machine snapshots exceeded
4272	Maximum delta files exceeded
4273	Unable to lock the backup or restore host for virtual machine snapshot operations
4274	Failed to remove virtual machine snapshot
4275	Unable to consolidate Virtual Machine Disks
4276	Unable to retrieve Virtual Machine Disk information
4277	Virtual machine path contains unsupported characters
4278	Unable to retrieve virtual machine information
4279	Unable to retrieve virtual machine vCloud information
4280	Virtual machine contains independent and Raw Device Mapping disks only
4281	Virtual machine contains independent disks only
4282	Virtual machine contains Raw Device Mapping disks only
4283	Error detected while processing disk identifiers
4290	Failed to create virtual machine snapshot. Virtual machine is busy performing another operation.
4292	Unable to activate change block tracking in current state of virtual machine
4293	Invalid credentials or an access violation
4294	The virtual machine is disconnected
5402	OS Authentication error - Could not connect to the database. Please check the OS credentials
5449	The script is not approved for execution
7600	An unknown internal error occurred.
7601	Failed to register service with PBX.

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
7603	Failed to initialize PBX.
7604	Failed to register PBX acceptor with the reactor.
7607	Failed to set socket to non-blocking mode.
7609	Failed to perform a reactor event handler operation.
7610	Failed to parse the specified object.
7611	A connection protocol error occurred.
7612	An unexpected protocol event occurred.
7613	A lookup failed for host.
7614	No valid source-target bindings exist for host.
7617	A JSON conversion error occurred.
7618	Failed to find JSON key.
7619	The specified state machine is still active.
7622	Input I/O is required.
7623	Output I/O is required.
7624	A SSL socket accept failed.
7625	A SSL socket connect failed.
7627	SSL initialization failed.
7628	VxSS initialization failed.
7631	Certificate path lookup failed.
7632	A protocol sanity verification failed.
7633	The state machine was terminated before completion.
7634	Failed to set up a UNIX Domain Socket listener for user.
7635	Failed to create a local acceptor.
7636	Failed to import socket from remote process.

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
7637	Failed to export socket to remote process.
7638	Failed to create a socket pair.
7639	Failed to create a peer name mapping.
7640	The peer closed the connection.
7641	Failed to find a common CA Root for secure handshake.
7642	Failed to verify Java GUI session token.
7643	Connection cannot be established because the host validation cannot be performed.
7645	Could not get name from certificate information.
7647	Proxy peer does not conform to proxy protocol.
7648	Connection cannot be established because the host validation failed.
7649	Data retrieved from the cache is not in a valid format.
7650	Data that is retrieved from the server is not in a valid format.
7651	Could not process audit reason.
7652	Secure communication proxy is not available for use.
7653	The Peer Certificate is revoked
7654	The Certificate Revocation List is invalid
7655	Certificate Revocation List is signed incorrectly
7656	Certificate Revocation List is out of date
7657	Cannot identify service type of acceptor
7658	Connection cannot be established because the host validation cannot be performed on the target host.
7659	Connection cannot be established because the host validation failed on the target host.
7660	The peer proxy cannot find usable certificates for the certificate protocol
8500	Connection with the web service was not established

Table 8-1 NetBackup alert notification status codes *(continued)*

Status code	Error message
8506	The certificate has expired