

StorageTek®

**Automated Cartridge
System Library
Software**

Messages

Version 5.3

PN 311250201

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ACSL 5.3, October 1998

This edition applies to version 5.3 of Automated Cartridge System Library Software. Information contained in this publication is subject to change. Comments concerning the contents of this manual should be directed to:

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About this Book

The messages listed in this book are ACSLS Event Log messages. This book includes some Event Log messages that are likely to appear most frequently in the Log.

Some of the messages in this book also appear in the Display area of the command processor as unsolicited messages. Other locations for ACSLS messages include the following:

- The command area of the command processor
- UNIX command tool window
- The files in the log directory (`$LOG_PATH`)

Audience

This book was written for system administrators and library operators who perform library commands and other ACSLS functions.

Reader's Comments

We'd like to know what you think about this book. For that purpose, we've included a reader's comment form in the back of this book. Please copy the form, fill it out, and mail it to us.

If you prefer, you can e-mail your comments to Software Information Development directly. Our Internet address is:

sid@stortek.com

Be sure to include the document title and number with your comments.

About the Software

This book supports ACSLS 5.3.



Note: The ACSLS Small Product Enhancement download page provides support for product enhancements such as new drive or library types. The SPE download page allows you to obtain small enhancement support prior to its availability in the next release of ACSLS. The SPE page is accessed from:

http://www.stortek.com/StorageTek/doc/maint/html/acsls_maint.htm

How this Guide is Organized

This book contains the following information on each message:

- The message text
- An explanation of the message

- A description of any variables appearing in the message
- The action required to respond to the message

Conventions for Reader Usability

Conventions are used to shorten and clarify explanations and examples within this book.

Typographic

The following typographical conventions are used in this book:

- **Bold** is used to introduce new or unfamiliar terminology.
- Letter Gothic is used to indicate filenames, command names, and literal output by the computer.
- **Letter Gothic Bold** is used to indicate literal input to the computer by you.
- *Letter Gothic Italic* is used to indicate that you must substitute the actual value for a command parameter. In the following example, you would substitute your name for the “username” parameter.

Logon *username*

- A bar (|) is used to separate alternative parameter values. In the example shown below either username or systemname must be entered.

Logon *username | systemname*

- Brackets [] are used to indicate that a command parameter is optional.

Enter Command

The instruction to “press the [[ENTER]] key” is omitted from most examples, definitions, and explanations in this book.

For example, if the instructions asked you to “enter” **Logon pat**, you would type in **Logon pat** and press [[ENTER]].

However, if the instructions asked you to “type” **Logon pat**, you would type in **Logon pat** and you would *not* press [[ENTER]].

Technical Support

Refer to the *Requesting Help from Software Support* for information about contacting StorageTek for technical support and for requesting changes to software products.

Related Documentation

ACSL5 5.3 Documentation

The following publications provide more information about ACSLS version:

- The *ACSL5 5.3 Information CD-ROM*, part number 311250301, which is automatically shipped with the version program package and provides HTML format of all the ACSLS version publications.
- *ACSL5 Product Information Bulletin* that is provided in HTML format only on the ACSLS version Information CD-ROM and on the StorageTek Customer Resource Center (CRC). See “[ACSL5 Online Information on the StorageTek CRC](#)” on page viii for more information.
- *ACSL5 Installation and Configuration Guide* for your platform, part number 311250001 for the Solaris platform and part number 311250401 for the AIX platform. Hardcopy of the guide for your platform is also shipped with the program package.
- *ACSL5 Quick Reference*, part number 311253501, which is automatically shipped with the 5.3 program package.
- *ACSL5 System Administrator’s Guide*, which is provided in HTML format on the ACSLS 5.3 Information CD-ROM and on the CRC. Hardcopy can be ordered by contacting StorageTek at 1–800–436–5554. The hardcopy part number is 311250101.

ACSLs Online Information on the StorageTek CRC

In addition to the HTML collection on the *ACSLs 5.3 Information CD-ROM*, the StorageTek Customer Resource Center (CRC) on the World Wide Web provides HTML collections for ACSLS 5.1 and above. Use the following procedure to access these collections on the StorageTek CRC.



Hint: The latest service updates appear in red print throughout the online information.



To access ACSLS HTML collections on the StorageTek CRC:

1. **Using an Internet browser such as Netscape 3.0, go to the StorageTek CRC. The URL is:**

<http://www.stortek.com/StorageTek/doc/indexf.html>

2. **Select the Request a Login/Password link.**

3. **Fill in the information requested in the form.**

You should receive your account ID and password within two days.

4. **When you receive your account information, go to the storage software documentation on the CRC:**

<http://www.stortek.com/StorageTek/doc/software.html>

5. **In the Software table under User Guides, select the red square opposite ACSLS.**

6. **When prompted, fill in your User ID and password.**

The ACSLS: Online Documentation page appears.

7. **On the ACSLS: Online Documentation page, select the link for the ACSLS version you want.**

The ACSLS information for the selected version appears.

ACS Hardware Documentation

The StorageTek CRC on the World Wide Web provides .pdf file format of many of StorageTek's ACS hardware publications. Use the following procedure to access these publications on the StorageTek CRC.



To access StorageTek ACS hardware documentation on the StorageTek CRC:

1. **Using an Internet browser such as Netscape 3.0, go to the StorageTek CRC. The URL is:**

<http://www.stortek.com/StorageTek/doc/indexf.html>

2. **Select the Request a Login/Password link.**

3. **Fill in the information requested in the form.**

You should receive your account ID and password within two days.

4. **When you receive your account information, go to the storage hardware documentation on the CRC:**

<http://www.stortek.com/StorageTek/doc/hardware.html>

5. **In the Hardware table under User Guides, select the red square opposite the product for which you want information.**

6. **When prompted, fill in your User ID and password.**

The online documentation page for the requested product appears.

7. **Download the .pdf file you want.**

Most download pages contain a link you can use to download Adobe Acrobat Reader to view the .pdf file.

Contents

About this Book	iii
Audience	iv
Reader's Comments	iv
About the Software	iv
How this Guide is Organized	iv
Conventions for Reader Usability	vi
Typographic	vi
Enter Command	vi
Technical Support	vii
Related Documentation	vii
ACSL5 5.3 Documentation	vii
ACSL5 Online Information on the StorageTek CRC	viii
ACS Hardware Documentation	ix
Event Log Messages	1
Format for Messages	2
Messages	4
1377 Messages	47

Event Log Messages

This book lists Event Log messages in numeric order according to the message number. This number appears at the beginning of the second line of the message you see in the Event Log. In this book, the number is followed by the message text, which is the last line you see in the Event Log message. For a description of the complete message that you see in the Event Log, go to “[Format for Messages](#)” on page 2.

Each message description in this book contains the following information:

- The message number and message text
- An explanation of the message
- A description of any variables appearing in the message
- Any action necessary to respond to the message

Format for Messages

All Event Log entries have a consistent format. Each entry contains a one-line prefix, followed by module information, and then two or more lines of message text.

Event Log Format

The following shows the generic format for all entries and two examples of Event Log entries:

```
mm-dd-yy hh:mm:ss component_name[nn]:  
message_number classification mod_id mod_ver mod_line  
function: One or more lines of message text...
```

Example:

```
12-06-95 10:58:32 storage server[0]:  
351 N ss_main.c 5.24 562 ss_main:01  
Initiation completed
```

The first line of the message is broken down as follows:

- *mm-dd-yy hh:mm:ss* are the date and time of entry.
- *component_name* is an abbreviation for the originating library server component, for example, ACSLM, ACSSA, CSI, storage server, etc.
- *[nn]* is the request ID enclosed in square brackets. This ID is generated by the ACSLM when it receives a valid request. You can enter a query request command to check the status of the request specified by the request ID.

The second and subsequent lines are broken down as follows:

- *message_number* is the number of the message.
- *classification* is a one-letter classification of the message. These classifications are as follows:
 - **N** – not classified
 - **I** – information only
 - **E** – error
 - **W** – warning
- *mod_id*, *mod_ver*, and *mod_line* are the ACSLS module file name that generated the message, the module version, and the module line number. These identifiers are included to help StorageTek support personnel isolate the cause of the problem. They are not intended to be used by system administrators or library users.
- *function* is the component function that generated the message.
- *message text* is the message itself. Note that the message may be one or more lines of text.

Messages

1 N unexpected status = *status*

Explanation: An ACSLS function received an unexpected status code from another ACSLS function.

Variable: *status* is the code being passed between functions.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

4 N LSM *lsm_id*: Access door closed

Explanation: The LMU has passed a message to ACSLS which indicates that the LSM access door was just closed.

Variable: *lsm_id* is the LSM whose access door is closed.

Action Required: None; this message is informational only.

5 N LSM *lsm_id*: Access door opened

Explanation: The LMU has passed a message to ACSLS which indicates that the LSM access door was just opened.

Variable: *lsm_id* is the LSM whose access door is open.

Action Required: None; this message is informational only.

6 N ACS Identifier *acs_id* Invalid

Explanation: The ACS identifier or variable is in the wrong format or has an invalid value.

Variable: *acs_id* is the ACS identifier that is invalid.

Action Required: Enter the correct format (see Chapter 7 of *ACSL System Administrator's Guide*) for the ACS identifier.

9 N LSM Identifier *lsm_id* Invalid

Explanation: The LSM identifier or variable is in the wrong format or has an invalid value.

Variable: *lsm_id* is the LSM identifier that is invalid.

Action Required: Enter the correct format (see Chapter 7 of *ACSL System Administrator's Guide*) and/or the correct identifier value.

20 N Invalid exit status *status* returned from PID *process-id*

Explanation: The exit status returned from the process ID (PID) was not considered a valid exit status.

Variable:

- *status* is the exit status returned from the process ID.
- *process-id* is the process ID value.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support..*

37 N LMU READY received for ACS Identifier *acs_id*

Explanation: An LMU has been placed online.

Variable: *acs_id* is the identifier of the ACS to which the LMU is connected.

Action Required: None; this message is informational only.

38 N LSM NOT READY received for LSM Id *lsm_id*.

Explanation: The LSM has been taken offline.

Variable: *lsm_id* is the identifier of the LSM that has gone offline.

Action Required: None; this message is informational only.

40 N LSM READY received for LSM Identifier *lsm_id*.

Explanation: The LSM has been placed online.

Variable: *lsm_id* is the identifier of the LSM that is online.

Action Required: None; this message is informational only.

43 N PORT OFFLINE received for PORT Id *port_id*

Explanation: A port between the server system and the LMU has been taken offline.

Variable: *port_id* is the identifier of the port that has gone offline.

Action Required: None; this message is informational only.

53 N cell *cell_id* - Reserved too long by another process

Explanation: A cell record in the database has been reserved by another process, and the `audit` is unable to access it after the appropriate number of retries and timeouts. The `audit` continues with the next cell. This error indicates that the system is under a heavy load.

Variable: *cell_id* is the identifier of the cell record.

Action Required:

1. **Issue a query request `all` to see if there are any requests active for the cell. See Chapter 7 of *ACSL System Administrator's Guide* for information on issuing commands.**
2. **If there are no requests active, issue an `audit request` for the subpanel containing the designated cell. See Chapter 7 of *ACSL System Administrator's Guide* for information on issuing commands.**
3. **If the problem persists, a software failure has occurred and the library server must be restarted. See Chapter 1 of *ACSL System Administrator's Guide* for procedures on restarting ACSL.**

54 N Cell *cell_id* - Missing cell detected

Explanation: The LSM robot is unable to locate a storage cell in the LSM. Possible causes are that the L-shaped target has been wiped off the cell or the cell carrier has detached from the LSM wall. This is a library configuration error and causes the library server to terminate.

Variable: *cell_id* is the location of the missing cell.

Action Required: The `audit` should be rerun after the error has been corrected and the library server has been reinitiated.

55 N Panel *panel_id* - Audit of panel completed

Explanation: For ACS, LSM, or server audits, this message is written to the Event Log for each panel that has been audited.

Variable: *panel_id* is the location of the panel that has been audited.

Action Required: None; this message is informational only.

65 N Cartridge *vol_id* found at location *cell_id*

Explanation: A tape cartridge **not** listed in the database has been found in the ACS. The cartridge is added to the database.

Variable:

- The *vol_id* is the external label of the tape cartridge.
- The *cell_id* is the storage cell location where the cartridge was found.

Action Required: None; this message is informational only.

66 N Cartridge *vol_id*, new location *cell_id*

Explanation: A tape cartridge is not in the location defined by the database. The cartridge is not moved in the ACS; instead, the database is updated to reflect the new storage location.

Variable: The *vol_id* is the external label of the tape cartridge. The *cell_id* is the assigned storage cell location of the cartridge.

Action Required: None. This message is informational only.

67 N Cartridge *vol_id* not found

Explanation: A tape cartridge listed in the database was not found in the ACS. The cartridge was removed from the database.

Variable: The *vol_id* is the external label of the tape cartridge.

Action Required: None; this message is informational only.

81 N ACS *acs_id* configuration failed to verify

Explanation: The ACS configuration in the library server database does not match the configuration defined in the LMU. Recovery processing terminates.

Variable: *acs_id* is the unique identifier of the ACS.

Action Required: After recovery processing terminates, rerun the library server *acsss_config* program to redefine the library configuration in the database (see the *Installation and Configuration Guide* for your platform).

83 N Drive *drive_id*: Configuration failed to verify

Explanation: The recovery process was unable to successfully verify the drive configuration in the database against the configuration defined in the LMU. This condition may be because the LSM is offline or because there is an actual configuration mismatch.

Variable: *drive_id* is the unique identifier of the drive.

Action Required: Issue a query `lsm` request to display the state of the LSM. If it is online, you must run the `acsss_config` program to redefine the configuration in the library server database:

1. **Check the drive for any problems.**
2. **If there are drive problems, fix them.**
3. **Vary the drive and the LSM online.**
4. **If the problem persists, or if the drive is new or has been removed, run `acsss_config`. See Chapter 4 of *ACSLs System Administrator's Guide* for procedures on reconfiguring ACSLS.**

85 N LSM *lsm_id*: configuration failed to verify

Explanation: The LSM configuration in the database does not match the configuration defined in the LMU. Recovery processing terminates. This message will be followed by a Server system recovery failed message.

Variable: *lsm_id* is the LSM whose configuration does not match that defined in the LMU.

Action Required: Check previous Event Log entries for additional information about the failure. Follow the suggested action for the associated error message(s).

87 N ACS *acs_id*: No ports online: marked offline

Explanation: The server system is not able to communicate with any ports for the specified ACS. Recovery will continue, but the ACS and its LSMs are marked as offline in the database.

Variable: *acs_id* is the ACS that was updated.

Action Required: When recovery completes, do the following:

- 1. Vary the port online.**
- 2. Does this correct the problem?**

YES	Vary the ACS online. Action completed.
NO	Follow the remaining steps in this procedure.

- 3. Find and fix any problem with the port. Among other conditions, check these:**
 - The LMU is down.
 - A cable is missing or there is a bad connection.
 - The port is bad.
- 4. Vary the port online.**
- 5. Vary the associated ACS(s) online.**

Note: If you have more than one ACS, repeat the steps above for each additional ACS.

88 N No server ports online

Explanation: The server system is not able to communicate with any ACS. Recovery continues, but all ACSs and their LSMs are marked as offline.

Action Required: To vary an ACS online, at least one communications port to the ACS must be online. When recovery completes, do the following:

1. **Issue vary online requests to the appropriate port(s).**
2. **Vary all associated ACSs online.**

89 N Port *port_id*: Failed to go online: marked offline

Explanation: The server system can not communicate with a port to an ACS. The port is marked offline in the database.

Variable: *port_id* is the port that failed to go online.

Action Required: Check the communications line between the server system and the LMU. If the line is intact, issue a vary online request for the designated port.

100 N LSM *lsm_id*: Hardware failed to vary offline/online: marked offline

Explanation: A request to vary an LSM offline was processed to completion, but the LSM failed to vary offline.

Variable: *lsm_id* is the LSM in the request.

Action Required: Run the library diagnostics to help isolate the cause of the problem (see the appropriate hardware maintenance manual for instructions). If more help is needed, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

105 N *component component_id*: Overridden by another vary request

Explanation: The specified component was not varied to the specified state because the request was overridden by another vary request.

Variable:

- *component* is the library component (for example, ACS).
- *component_id* is the identifier of the library component.

Action Required: None; this message is informational only. If desired, resubmit the vary request.

113 N File *file*: *operation* failed on \"%s\" (errno=*errno*)

Explanation: An operation performed on an Event Log file failed.

Variable:

- *file* is the file on which the operation failed.
- *operation* is the operation that failed.
- *errno* is the system error number associated with this file operation problem.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

115 N Volume *vol_id*: Corrected volume type from *media_type1* to *media_type2* cartridge

Explanation: An ACSLS audit detected a volume with an incorrect media type. The audit updated the ACSLS database with the correct volume media type.

Variable:

- *vol_id* is the volume ID.
- *media_type1* is the incorrect volume media type.
- *media_type2* is the corrected volume media type.

Action Required: None; this message is informational only.

125 N Volume *vol_id*: Locked volume deleted, lock was *lock_id*

Explanation: A volume with a non-zero lock identifier was deleted.

Variable:

- *vol_id* is the volume identification.
- *lock_id* is the identifier of the lock.

Action Required: None; this message is informational only.

146 N Unexpected status *status* detected

Explanation: An ACSLS function received an unexpected status code from another ACSLS function.

Variable: *status* is the code being passed between functions.

Action Required: If the message recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

149 N Removing file *file*: failed on *cause of failure*

Explanation: An operation performed on an Event Log file failed.

Variable:

- *file* is the name of the event log file.
- *cause of failure* is the cause of the operation's failure.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

152 N Unsupported version *version* packet detected: discarded

Explanation: The ACSLS CSI detected an unsupported packet version on a request.

Variable: *version* is the unsupported packet version.

Action Required: Either update the client application to use a supported packet version or contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

187 N audit started

Explanation: Audit processing has begun.

Action Required: None; this message is informational only.

241 N audit completed not all cartridges were ejected, messages
lost status = *audit_completion_status*

Explanation: A spawned audit process has sent an incomplete or unintelligible message to the parent audit process. As a result, some errant cartridges may not be ejected.

Variable: *audit_completion_status* is the status of the audit upon its completion.

Action Required: To respond to this message, do the following:

- 1. Check previous Event Log entries to determine the reason for the lost message(s).**
- 2. If the *audit_completion_status* is Audit cancelled or Audit failed, the audit should be rerun.**
- 3. If the audit continues to fail, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.**

243 N audit completed

Explanation: Audit processing has completed successfully.

Action Required: None; this message is informational only.

244 N audit cancelled not all cartridges were ejected, messages
lost status = *audit_completion_status*

Explanation: A spawned audit process has sent an incomplete or unintelligible message to the parent audit process. As a result, some errant cartridges may not be ejected.

Variable: *audit_completion_status* is the status of the audit upon its completion.

Action Required: To respond to this message, do the following:

- 1. Check previous Event Log entries to determine the reason for the lost message(s).**
- 2. If the *audit_completion_status* is Audit cancelled or Audit failed, the audit should be rerun.**
- 3. If the audit continues to fail,** contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.
- 4. If the *audit_completion_status* is Audit complete, no action is required, as the audit has completed successfully.**

245 N audit cancelled

Explanation: Audit processing has been cancelled. The database may have discrepancies or errant cartridges may not have been ejected.

Action Required: None; this message is informational only.

246 N audit failed not all cartridges were ejected, messages
loststatus = *audit_completion_status*

Explanation: A spawned audit process has sent an incomplete or unintelligible message to the parent audit process. As a result, some errant cartridges may not be ejected.

Variable: *audit_completion_status* is the status returned by the audit.

Action Required: To respond to this message, do the following:

- 1. Check previous Event Log entries to determine the reason for the lost message(s).**
- 2. If the *audit_completion_status* is Audit cancelled or Audit failed, the audit should be rerun.**
- 3. If the audit continues to fail,** contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.
- 4. If the *audit_completion_status* is Audit complete, no action is required, as the audit has completed successfully.**

247 N audit failed

Explanation: Audit processing has terminated due to some error condition. The description of the error is displayed in the Command Area. The database may have discrepancies or errant cartridges may not have been ejected.

Action Required: Check previous Event Log entries to determine the cause of the failure. Follow the suggested action for the associated message(s). Once this is done, rerun the audit.

252 N audit failed not all cartridges were ejected, status =
status

Explanation: An ACSLS audit was interrupted (for example, by an idle force command or a hardware failure).

Variable: *status* describes the event that interrupted the audit.

Action Required: Resubmit the audit.

347 N Initiation started, *acsss_version*

Explanation: Library server initiation has begun.

Variable: *acsss_version* is the ACSLS version number.

Action Required: None; this message is informational only.

351 N Initiation completed (library server)

Explanation: Product initiation completed successfully.

Action Required: None; this message is informational only.

352 N wait() return invalid PID *PID*

Explanation: The *PID* returned by wait is not the expected PID.

Variable: *PID* is the process ID returned by wait().

Action Required: Restart ACSLS, if needed. If restarting ACSLS fails after three tries, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

354 N exit status (*status_code*), *status*,
received from *process_name*

Explanation: The library server daemon has received an unexpected exit status from a library server process.

Variable:

- *status_code* is the library server status code that was generated as a result of the exit.
- *status* is the numeric exit status from the process.
- *process_name* is the library server process.

Action Required: If this error occurs when not shutting down ACSLS or issuing an `idle force` command, check the following conditions:

Condition	Action
Processing continues, no more errors.	No action. Message informational only.
Processing continues but the same error continues over a period of days, weeks, or months.	Contact Central Software Support (CSS). For more information, see <i>Requesting Help from Software Support</i> .
Processing does not continue.	Contact Central Software Support (CSS). For more information, see <i>Requesting Help from Software Support</i> .

355 N signal (*signal_num*) terminated *process_name*

Explanation: An ACSLS process died from the specified signal. ACSLS will either restart the process or terminate depending on which process terminated. This message is informational only if it was received when shutting down ACSLS.

Variable:

- *signal_num* is the signal number received that terminated the process.
- *process_name* is the library server process that terminated.

Action Required: Restart ACSLS, if needed. See Chapter 1 of *ACSL System Administrator's Guide* for procedures on starting ACSLS. If restarting ACSLS fails after three tries, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

356 N Termination invoked, *termination_status*

Explanation: Library server termination has begun.

Variable: *termination_status* is the library server status code which indicates the reason for the termination.

Action Required: Follow the suggested action for the appropriate *termination_status*:

If *termination_status* is STATUS_TERMINATED, there is no action, as this indicates a manually invoked termination of the software by the acsss user.

If *termination_status* is STATUS_DATABASE_ERROR, use the following procedure:

- 1. Attempt to restart the library server software with the rc.acsss command file.**

You may be prompted for the acsss user password. If you are acsss or root, you will not be prompted.

2. Did the library server restart successfully?

YES	Go to Step 3.
NO	Go to Step 4.

3. Run the database recovery utility, rdb.acsss (as the acsss user).

- a. rdb.acsss prompts you to enter a tape. Enter the most recent backup tape you have, since this utility writes over your existing database. (If you do not have a current backup tape, enter `[[CTRL]]+C` to quit out of this procedure.)
- b. When rdb.acsss completes successfully, attempt to restart the library server software with the rc.acsss utility.

4. Perform an audit to reconcile the database with the physical contents of the library.

5. If none of the above steps are successful, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

If *termination_status* is STATUS_CONFIGURATION_ERROR, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*. Your support representative will adjust the LMU configuration to make it match the physical configuration of the library. Once this has been done, rerun the library server configuration program to redefine the library configuration in the database.

If *termination_status* is STATUS_RECOVERY_FAILED, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

357 N wait failed, ret = *wait_return_code*, errno= *error_no*

Explanation: The UNIX system call wait() failed.

Variable: .

- *wait_return_code* is the code returned by the wait.
- *error_no* is the system error number.

Action Required: Restart ACSLS, if needed. If restarting ACSLS fails after three tries, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

361 N *process_name* restarted, pid *process_id*

Explanation: A library server process has been automatically restarted.

Variable:

- *process_name* is the library server process that was terminated.
- *process_id* is the library server process identifier.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

371 N Destination location full: *cell_id/drive_id*

Explanation: The storage cell to which a cartridge was to be dismounted is full although the database indicates it is empty. The robot will retry the dismount until it finds an available cell. The most likely cause for this error is that someone entered the LSM and moved a cartridge manually.

Variable:

- *cell_id* is the storage cell location indicated in the database.
- *drive_id* is the identifier of the tape drive.

Action Required: You should perform an `audit` on the LSM to reconcile the database with the physical contents of the LSM.

372 N Source location empty: *cell_id*

Explanation: A cartridge marked for ejection was not found in its storage cell when the robot went to move it to the CAP. The `audit` terminates. This error is most likely the result of a hardware failure in the robot.

Variable: *cell_id* is the identifier of the cell where the cartridge marked for ejection should have been.

Action Required: Check previous entries in the Event Log for additional information about the error. Use the proper LSM entry procedure and check the robot's hands for in-transit cartridges; remove any cartridges that you find there. Repeat the `audit` after varying the LSM back online.

376 N Drive *drive_id*: No cleaning cartridge available.

Explanation: The specified drive requires cleaning but no cleaning cartridges are available. The mount proceeds.

Variable: *drive_id* is the identifier of the tape drive.

Action Required: Add more cleaning cartridges, making sure these are compatible with the drive type. See Chapter 3 of *ACSL System Administrator's Guide* for information about adding cleaning cartridges.

383 N Cleaning cartridge *vol_id*: Usage limit exceeded.

Explanation: Automatic cleaning of a drive has caused a cleaning cartridge to exceed its specified maximum usage. The cleaning cartridge will no longer be available for automatic cleaning selection.

Variable: *vol_id* is the identifier of the cleaning cartridge.

Action Required: Eject the cleaning cartridge.

386 N Source location empty: *cell_id*

Explanation: The LSM robot was unable to find the tape cartridge in the location indicated by the database. The request fails.

Variable: *cell_id* is the storage cell location indicated in the database.

Action Required: The most likely cause for this error is that someone entered the LSM and moved the cartridge manually. You should perform an `audit` on the LSM to reconcile the database with the physical contents of the library.

387 N Cartridge in *cell_id*, unreadable label

Explanation: The LSM robot was unable to read the label of the cartridge found in the specified drive. The request fails.

Variable: *cell_id* is the storage cell location indicated in the database.

Action Required: Eject the cartridge. Correct the label problem and re-enter the cartridge.

400 N Volume record created for *vol_id*.

Explanation: A cell or drive marked reserved is found to contain a tape cartridge that does not exist in the database. A record is created for the new volume. This message usually appears together with the drive (*drive_id*) readable, marked in use message.

Variable: *vol_id* is the volume record that was created.

Action Required: We recommend that you perform an audit of the LSM to reconcile the database with the physical contents of the library.

405 N Table lookup failure *m_id*: *m_id*

Explanation: A message processing error occurred for a mount request. The mount is identified as incomplete due to some failure.

Variable: *m_id* is the mount request ID.

Action Required: If the problem recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

435 N Volume: *vol_id* may be jammed in drive: *drive_id*

Explanation: The specified volume is jammed in the specified transport.

Variable:

- *vol_id* is the jammed volume.
- *drive_id* is the drive that contains the jammed volume.

Action Required: The jammed volume must be manually unloaded from the drive; if necessary, contact hardware support.

436 N Cartridge *vol_id*, new location *cell_id*

Explanation: This message reports the recording of a new location for the cartridge in the ACSLS database.

Variable:

- *vol_id* is the volume identifier of the volume that was moved.
- *cell_id* is the new location of the moved volume.

Action Required: None; this message is informational only.

437 N volume (*vol_id*) not in drive (*drive_id*), deleted

Explanation: A drive marked as containing a tape cartridge is found to be empty. The volume record is deleted from the database.

Variable:

- *vol_id* is the volume record that was deleted.
- *drive_id* is the tape drive that the database indicated contained the cartridge.

Action Required: We recommend that you perform an audit of the LSM to reconcile the database with the physical contents of the library.

439 N Unknown packet received, command *command*, identifier *ipc_id*

Explanation: The ACSSA has received a message packet with an IPC identifier not found in the request queue. The ACSSA is unable to process the message.

Variable:

- *command* is the entry in the MESSAGE_HEADER.
- *ipc_id* is the identifier assigned to this message (used to synchronize requests and responses).

Action Required: If the message occurs frequently, use the following procedure to shut down and restart the library server software at your earliest convenience:

1. **From a Command Processor window, issue an idle request to place the library server in a quiescent state.**
2. **Login as the acsss user, and shut down the library server using the kill.acsss utility.**
3. **Restart the library server using the rc.acsss utility.**

441 N cl_ipc_read() byte count < sizeof(REQUEST_HEADER) = *bytes*

Explanation: An internal ACSLS failure occurred.

Variable: *bytes* is the number of bytes read before the failure.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

485 M ipc_read: shared_block_read failed, errno = *error*

Explanation: An internal ACSLS failure occurred.

Variable: *error* describes the failure.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

528 N Invalid type *type identifier*

Explanation: The type identifier is in the wrong format or has an invalid value.

Variable: *type identifier* refers to an invalid type of identifier used by the operator across the network or ACSLS.

Action Required: Enter the correct format (see Chapter 7 of *ACSL System Administrator's Guide*) and/or the correct identifier value.

530 N Invalid tag count file=*number1* vs. code=*number2*

Explanation: An incorrect number of entries was found in the dynamic variables file.

Variable:

- *number1* is the number of entries found in the file.
- *number2* is the number of entries expected by ACSLS.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

546 N *mod_id mod_ver mod_line*
function: LH error type = *status*

Explanation: This message reports a status code from the ACSLS (library handler process).

Variable: *status* is the code being passed between functions.

Action Required: If the error is repeated, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

886 N byte count(*byte_count*) too small for min packet size(*min_size*) ignored

Explanation: The ACSLM has received a message that is too small from a CSI or the ACSSA. The ACSLM does not attempt to interpret the message because it does not have enough information. This could be a problem with either the network or the software.

Variable:

- *byte_count* is the number of bytes in the message.
- *min_size* is the minimum size of a valid, readable message.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

890 N Severe Error (*status*), Exiting to ACSSS

Explanation: The ACSLM has encountered a fatal error, such as a database failure or an inconsistency in the library configuration. The ACSLM will automatically initiate recovery processing if it is able. If recovery fails, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*. If recovery completes with a recovery incomplete status, there is no need to call; however, you should audit the libraries at your earliest convenience.

Variable: *status* is a message indicating the nature of the severe error.

Action Required: Check previous Event Log entries to determine the cause of the failure. Follow the suggested action for the associated message(s).

928 N XDR message translation failure

Explanation: During a translation of a packet of data from one version (1, 2, 3, or 4 packet) to another version, the XDR (external data representation) translator detected an error.

Action Required:

1. Reboot the server system and see if the problem persists.
2. If it does, contact Central Software Support (CSS) with a CSI trace during the failure and the full event log during the CSI tracing.

935 N Initiation Started

Explanation: CSI initiation has been started.

Action Required: None; this message is informational only.

936 N Creation of connect queue failed

Explanation: The call to the `cl_qm_init()` or `cl_qm_create()` common library function has failed while trying to create the internal SSI address connection queue.

Action Required: Restart ACSLS by doing the following:

1. **From a Command Processor window, issue an idle request to place the library server in a quiescent state.**
2. **Login as the acsss user, and shut down the library server using the `kill.acsss` utility.**
3. **Restart the library server using the `rc.acsss` utility.**
4. **If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.**

937 N Creation of network output queue failed

Explanation: The CSI was unable to create the network output queue which is used for messages between the CSI and the SSI.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

938 N Initiation completed

Explanation: The specified process has completed initiation procedures.

Action Required: None; this message is informational only.

941 N Undefined message detected: discarded

Explanation: The CSI has encountered a message from the ACSLM or the Network Interface (NI) that cannot be delivered because of incorrect message format or a CSI failure. The message is discarded.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

943 N Can't delete Q-id *queue_id*, Member: *member_id*

Explanation: The CSI is unable to delete a message in an internal queue.

Variable:

- *queue_id* is the identifier of the CSI connection queue.
- *member_id* is the identifier of the queue member it is trying to delete.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

945 N Invalid communications service

Explanation: This entry may indicate that neither environment variable for the two available communication services has been defined. These variables are CSI_TCP_RPCSERVICE and CSI_UDP_RPCSERVICE, which can be defined through acsss_config. See Chapter 4 in *ACSLs System Administrator's Guide* for information about using acsss_config.

This message may also indicate that a request received from the SSI has incorrect values specified in the protocol-dependent portions of the CSI_HEADER.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

947 N Cannot send message *message*: discarded

Explanation: The CSI is unable to communicate with a client. The CSI discards the message after the appropriate number of retries with timeouts.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

948 N Can't get queue status Errno: Q-id: *queue_id*, Member: *member_id*

Explanation: The CSI is unable to get status information.

Variable:

- *error_no* is the system error number.
- *queue_id* is the identifier of the CSI connection queue.
- *member_id* is the identifier of the queue member for which the CSI is seeking status information.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

949 N Queue cleanup Q-id: *queue_id*.
Member: *member_id* removed.

Explanation: The CSI has begun the process of purging old processes from its connection queue. The CSI routinely searches for processes older than CSI_CONNECT_AGETIME and purges them.

Variable:

- *queue_id* is the identifier of the CSI connection queue.
- *member_id* is the identifier of the queue member it is trying to delete.

Action Required: None; this message is informational only.

950 N Can't locate queue Q-id: *queue_id*, Member: *member_id*

Explanation: The CSI is unable to find a specific member in an internal queue.

Variable:

- *queue_id* is the identifier of the CSI connection queue.
- *member_id* is the identifier of the queue member it is trying to locate.

Action Required: No action is required if the queue member is dropped because it is older than the connection queue aging time (defined by the CSI_CONNECT_AGETIME environment variable). If this error occurs before connection queue aging time has elapsed, however, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

951 N Queue creation failure

Explanation: The CSI is unable to create its connection queue.

Action Required:

- 1. Restart ACSLS.**
- 2. If the error recurs,** contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

952 N Can't add member to queue Q-id: *queue_id*

Explanation: The CSI was unable to put a client's return address on its queue.

Variable: *queue_id* is the identifier of the CSI connection queue.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

953 N Invalid procedure number

Explanation: A program is trying to use the CSI, but the program is not using one of the two valid procedure numbers. This is a programming error in the client application.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

954 N Unsupported module type *module_type* detected:discarded

Explanation: The ACSLM detected a request with an IPC_HEADER *module_type* not set to TYPE_CSI or TYPE_SA. The ACSLM will only process requests received from a client application through the CSI, or from a user through the ACSSA.

Variable: *module_type* is the invalid entry.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

955 N RPC TCP client connection failed, *rpc_error_msg* Errno = *error_no* Remote

Explanation: The attempted TCP connection is not possible. This is an error in the client system network.

Variable:

- *rpc_error_msg* is a detailed error message generated by the RPC service itself. In most cases, this message will be Program number not registered, which indicates that either the CSI or the SSI is not running.
- *error_no* is the system error number.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

956 N RPC_UDP client connection failed, *rpc_error_msg*, Remote Internet address: *address*, Port: *port*

Explanation: The attempted UDP connection is not possible.

Variable:

- *rpc_error_msg* is a detailed error message generated by the RPC service itself. In most cases, this message will be

Program number not registered, which indicates that the CSI or SSI is not running.

- *address* is the address of the client host, expressed as an unsigned long integer.
- *port* is the port number of the client where a connection was attempted.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

957 N Invalid network protocol

Explanation: An unsupported network protocol has been passed. This is a programming error in the client SSI.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

960 N Cannot reply to RPC message

Explanation: The CSI is unable to reply to an RPC message because the call to the `svc_sendreply()` function failed. This is an error in the client system network. See the Sun network programming manual.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

964 N Unmapped previously registered RPC service.

Explanation: The CSI has been initiated. It notifies you that an RPC number previously assigned to the CSI still exists. The CSI unmaps this number and `svctcp_create()` remaps to a new one as a normal part of the initiation.

Action Required: None; this message is informational only.

965 N Create of RPC TCP service failed

Explanation: The RPC call to the `svctcp_create()` function has failed. See the Sun network programming manual, *Remote Procedure Call Programming Guide*.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

966 N Can't register RPC TCP service

Explanation: The call to the `svc_register()` function failed. See the Sun network programming manual, *Remote Procedure Call Programming Guide* for more information.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

967 N Create of RPC UDP service failed

Explanation: The RPC call to the `svctcp_create()` function failed. See the Sun network programming manual, *Remote Procedure Call Programming Guide*.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

968 N Can't register RPC UDP service

Explanation: The call to the `svc_register()` function failed. See the Sun network programming manual, *Remote Procedure Call Programming Guide*.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

969 N Termination Started

Explanation: CSI termination has been started.

Action Required: None; this message is informational only.

970 N Termination Completed

Explanation: CSI termination has been completed successfully.

Action Required: None; this message is informational only.

975 H Invalid command

Explanation: The CSI received a request packet from the SSI with an unrecognizable command specified in the MESSAGE_HEADER portion of the CSI_REQUEST_HEADER.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

976 N Invalid location type

Explanation: The CSI received a request packet from the SSI with an unrecognizable type specified in the *message_data* portion of the request.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

977 N Invalid type

Explanation: The CSI received a packet from the NI with either an unrecognizable TYPE in the IPC_HEADER portion of the CSI_REQUEST_HEADER or an unrecognizable IDENTIFIER *type* in the message packet.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

980 N Cannot read message from ACSLM: discarded

Explanation: The CSI detected a message from the ACSLM but is unable to read it.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

981 N Operating system error *error_no*

Explanation: The CSI encountered an operating system error. This message is indicative of a problem with the operating system itself, not with the CSI or the library server.

Variable: *error_no* is the system error number; see your SunOS documentation for a description.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

982 N Duplicate packet from ACSLM detected:discarded

Explanation: The CSI has received a duplicate IPC packet. It automatically drops the duplicate packet.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1005 N Insufficient packet size = *bytes*

Explanation: An internal ACSLS failure occurred.

Variable: *bytes* is the packet size.

Action Required: If the error recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1006 N line *line_number*, Unknown packet received, command =
command

Explanation: The ACSLM (library manager process) has received an unexpected IPC packet from another ACSLS process. This typically occurs when commands are cancelled because an outstanding request process (associated with the command) may still send packets back to the ACSLM before the request/command is completely cleaned up.

Variable:

- *line_number* is the location in the ACSLS code where the error was detected.
- *command* is the type of ACSLS command packet received.

Action Required: None; this message is informational only.

1017 N CAP *cap_id*: Enter succeeded *status*

Explanation: An enter operation was successful.

Variable:

- *cap_id* is the identifier of the CAP.
- *status* is the final status code of the enter command.

Action Required: None; this message is informational only.

1021 N Initiation of CSI Failed

Explanation: CSI initiation failed.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1022 N Cannot send message to NI:discarded, *failure_msg*. Errno = *error_no* (none)
Remote Internet address: Port: *port_id*

Explanation: The NI's communications mechanism is unable to accept a message from the CSI. The CSI discards the message after the appropriate number of retries with timeouts.

Variable:

- *failure_msg*. is the message text identifying the cause of the failure.
- *error_no* is the system error number.
- *port_id* is the port identifier.

Action Required: See the corresponding *failure_msg*. description for an explanation and suggested action. Report the error to software support. Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1024 N Cannot send message to NI:discarded *status* Errno = *errno*
Remote Internet Address: *addr* Port: *port_id*

Explanation: The ACSLS server was unable to reply to a client, and has exhausted its retry attempts. The reply packet will be discarded.

Variable:

- *status* is the final status code of the function.
- *errno* is the system error number associated with the failure (which may not be meaningful to the ACSLS error).

- *addr* is the address of the client machine to which the reply is sent.
- *port_id* is the client machine port to which the reply is sent.

Action Required: If client/server communications and requests are not being affected, no action is necessary. If those communications/requests are being adversely affected, StorageTek recommends that you do the following:

- First, have your network personnel determine if either the local net or traffic on that net is causing the problem.
- If the local net is not the cause, contact your client system software provider for help in determining why the client is not accepting response packets from the server.

1025 N Unexpected signal caught, value: *signal*

Explanation: The CSI received a signal that it did not expect.

Variable: *signal* is the signal value that the CSI has received.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1026 N Dropping from Queue: Remote Internet Address: *addr* Port: *port_id* ssi_identifier: *ssid* Protocol: *protocol_type* Connect type: *connection_type*

Explanation: The ACSLS server was unable to reply to a client, and has exhausted its retry attempts. The reply packet will be discarded.

Variable:

- *addr* is the address of the client machine to which the reply is sent.
- *port_id* is the client machine port to which the reply is sent.

- *ssid* is the identifier associated with the client-side network interface.
- *protocol_type* is the network protocol being used.
- *connection_type* is the network connect type.

Action Required: If client/server communications and requests are not being affected, no action is necessary. If those communications/requests are being adversely affected, StorageTek recommends that you do the following:

- First, have your network personnel determine if either the local net or traffic on that net is causing the problem.
- If the local net is not the cause, contact your client system software provider for help in determining why the client is not accepting response packets from the server.

1139 W ACS: *acs_id* port: *port_id* Parity error

Explanation: A parity error occurred in communications between the ACSLS server and the LMU.

Variable:

- *acs_id* is the ACS identifier.
- *port_id* is the identifier of the ACSLS-to-LMU port.

Action Required: None; this message is informational only. if this message recurs often or is adversely affecting completion of library requests, check the ACSLS-to-LMU cable connection.

1141 W ACS: *acs_id* port: *port_id* Read timed out

Explanation: A read timed out in communications between the ACSLS server and the LMU.

Variable:

- *acs_id* is the ACS identifier.
- *port_id* is the identifier of the ACSLS-to-LMU port.

Action Required: None; this message is informational only. if this message recurs often or is adversely affecting completion of library requests, check the ACSLS-to-LMU cable connection.

1145 W ACS: *acs_id* No queue entry found

Explanation: This message indicates that a response was received from the LMU with error status but when ACSLS searched its work queue for the corresponding entry it could not find it. The actual cause is not determinable in this instance but could be as a result of data transmission error between the LMU and ACSLS or possibly a duplicate return message from the LMU.

Variable: *acs_id* is the ACS identifier.

Action Required: If the problem recurs, check the LMU logs for any hardware problems and if necessary obtain an LMU trace to aid your hardware service representative in diagnosing the problem.

1156 N Invalid character received, line = *line_number*

Explanation: A data packet received from the LMU contains an invalid character. Valid characters are A:Z and 0:9.

Variable: *line_number* is the location in the ACSLS code where the error was detected.

Action Required: If the problem persists and the system does not recover, check cable connections between the LMU and the ACSLS server.

1159 W ACS: *acs_id* port: *port_id* Failed to connect, line =
line_number

Explanation: A connection between the ACSLS server and the LMU failed to establish communications.

Variable:

- *acs_id* is the ACS identifier.
- *port_id* is the identifier of the ACSLS-to-LMU port.
- *line_number* is the location in the ACSLS code where the error was detected.

Action Required: Check the physical connection and cable between the specified port on the ACSLS server and the LMU.

1185 N ACS: *acs_id* port: *port_id* Resetting port, line =
line_number

Explanation: A communications error occurred between the ACSLS server and the LMU. The port is being reset to attempt to retry communications.

Variable:

- *acs_id* is the ACS identifier.
- *port_id* is the identifier of the ACSLS-to-LMU port.
- *line_number* is the location in the ACSLS code where the error was detected.

Action Required: None, if communications are successfully reestablished. If not, check the physical connections between the ACSLS server and the LMU. Also check the `acsss_config` setting of the ACS communications port.

1377 Messages

The following messages through page 55 are #1377 messages. These messages are LMU-generated and are sent to the Library Handler. For all 1377 messages, the following explanation, variables, and action apply:

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error#
error_category: error_code

Explanation: 1377 messages indicate an LMU or LSM error or warning.

Variable: *function* refers to

- LMU error: Co_4400:st_parse_error.
- *ACS#* refers to the LMU that reported the error.
- *lh_state* is the state of the Library Handler when the error was received.
- *error* refers to the error category and error code of the message.
- *error_category* is the component or category in which the error occurred. The categories are the following:
 - CAP procedure error
 - Configuration error
 - Drive error
 - General procedure error
 - LMU hardware error
 - LMU logical error
 - LMU parameter error
 - LSM hardware error
 - LSM logical error
 - LSM robotics error
- *error_code* the given code within an error category.

Action Required: For all 1377 messages, do the following:

1. **Read the *error_code* to see if the hardware is in an unexpected state. If it is, correct it. For example, if the LSM is offline, vary it online. If the CAP is open, close it.**
2. **If the *error_code* describes an error in the LMU or LSM, reissue the command.**
3. **If the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.**

The following is a list of all 1377 error codes. Each 1377 message below relates to a particular procedure or library component and is followed by several messages that could appear in that category.

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# CAP procedure error:

CAP is not reserved
CAP is already reserved
CAP is in eject mode
CAP is in enter mode
CAP move is active
CAP door is open
CAP catalog is in progress
Cannot unlock CAP, CAP door is not fully latched
Cannot cancel enter on release request
Magazine is not present

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# Configuration error:

LSM not in static configuration
Drive does not exist
Illegal cap id

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# Drive error:

Drive is not communicating
Drive is not operational
Outstanding request for drive
Drive is allocated
Drive already has a cartridge
Drive is online for diag request
Drive cannot load cartridge
LOAD or UNLOAD in progress

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# General procedure
error:

LSM is not ready
LSM is in maintenance mode
LSM is offline pending
LSM is offline
Drive is full
LSM path is in maintenance mode
Path rejected due to full PTP deadlock
Bad recovery cartridge VOLSER
Exceeded max concurrent requests
QUIESCE HOST request in progress
Prior QUIESCE HOST overridden
Max VOLSER STATUS already active
CANCEL pending against request
Request cancelled
VOLSER was unexpectedly readable
Unable to read VOLSER
VOLSERS do not match
Cell is full
Cell is empty
Drive is empty
Drive is active
Drive is not rewound
Cartridge is not mounted
Media types do not match
Media types and VOLSERS do not match
Incompatible media/drive type

1377 N *mod_id mod_ver mod_line*
 function ACS# lh_state error# LMU hardware error:

- Transmit reject - no LSM at node
- Transmit reject - bad LSM ID
- Transmit reject - LSM not communicating
- Transmit reject - trans error
- Transmit reject - no ACK
- Transmit reject - no LAN
- Transmit reject - no memory
- Transmit reject - buffer overflow
- Transmit reject - no response
- Transmit reject - LSM offline
- Transmit reject - CAP Unlock already active
- Transmit reject - LMU is standby

1377 N *mod_id mod_ver mod_line*
 function ACS# lh_state error# LMU logical error:

- Unknown allocation request
- Bad qualifier byte 0
- Bad qualifier byte 1
- Bad qualifier byte 2
- LSM is online
- Offline pend overridden
- Unknown panel type
- Internal logical problem detected
- Pass-thru port cell full
- Pass-thru port cell empty
- Full mailbox
- Allocation pend timed out
- LSM command pend timed out
- Connecting LSM path is unavailable for unknown reason

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# LMU parameter error:

Bad primary LSM
Bad secondary LSM
Undefined option or modifier
Invalid LSM address
Invalid panel address
Invalid row address
Invalid column address
Invalid drive address
Invalid CAP row address
Invalid CAP column address
No cell at the specified address
Invalid label modifier
Invalid source modifier
Invalid source type
Invalid destination type
Beginning address > end address
VOLSER contains bad characters
Invalid request ID
Invalid transaction length
Invalid host ID
Response contains bad characters
Host ID does not match current
Duplicate sequence number active
Transaction type not "request" or "message
acknowledgement"
Invalid request code to cancel

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# error_type
LSM hardware error:

LSM did not respond to request
CAP unlock solenoid has overcurrented
Unlock CAP failed
Lock CAP failed
Drive not communicating
Tape unit interface failure
Failed to transfer image

1377 N *mod_id mod_ver mod_line*
function ACS# lh_state error# error_type
LSM logical error:

Wrong LSM in GET response
Expected packet not received
Wrong task ID in response
Wrong function ID in response
Wrong cell address in response
LSM is offline (from LSM)
Bad cell location (from LSM)
Unknown ending status from LSM
LSM returned invalid response
Unexpected or out-of-sequence CAP message
FAILURE ending status
BUSY ending status
Bad command
Bad parameters in command
Bad address type
Bad panel, row or column
Arm currently is reserved
CAP currently is reserved
First Master Pass-Thru-Port reserved
Second Master Pass-Thru-Port reserved
Playground currently is reserved
Drive 0/0 currently is reserved
Drive 0/1 currently is reserved

Drive 0/2 currently is reserved
Drive 0/3 currently is reserved
Drive 1/0 currently is reserved
Drive 1/1 currently is reserved
Drive 1/2 currently is reserved
Drive 1/3 currently is reserved
Drive 2/0 currently is reserved
Drive 2/1 currently is reserved
Drive 2/2 currently is reserved
Drive 2/3 currently is reserved
Drive 3/0 currently is reserved
Drive 3/1 currently is reserved
Drive 3/2 currently is reserved
Drive 3/3 currently is reserved
LSM is online
LSM is in maintenance mode
LSM is offline
LSM access door is open
LSM is not initialized
Cell location does not exist
Hand is full
Hand is empty
Drive is full
CAP door is currently unlocked
Can't unlock CAP in idle mode
CAP door is open
CAP door is already locked
CAP is already in idle mode
CAP is already in eject mode
CAP is already in enter mode
CAP is in enter mode, can't eject
CAP is in eject mode, can't enter
CAP door is not locked for idle
Invalid drive panel address
No drive installed at address
Invalid drive command specifier
Drive is in motion
Unable to rewind drive
Unable to unload drive

```
1377 N mod_id mod_ver mod_line
      function ACS# lh_state error# LSM robotics error:

      Arm is not operational
      Hand is not operational
      PTP is not operational
      PTP does not exist
      CAP is not operational
      Elements not operational
      Failed robotics portion of MOVE
      Bad PUT
      Bad GET
      Bad REACH retraction
      Bad REACH extension
      error positioning PTP
      No hands are operational
      Drive didn't detect cartridge on PUT
      Failed targeting portion of MOVE
      REACH is in an unsafe position
      Failure on recalibration of cell
```

1392 N LSM offline

Explanation: The LSM is offline and is therefore unavailable for entering tape cartridges. If this message is logged during enter processing, the message means the LSM was varied offline with the force option while its CAP was being used for the enter.

Variable: *lsm_id* is the identifier of the LSM.

Action Required: Vary the LSM online, then reissue the enter request.

1406 N Transport failure *drive_id*

Explanation: A hardware failure occurred in the specified transport.

Variable: *drive_id* is the transport that failed.

Action Required: Contact hardware support.

1418 N Server system idle.

Explanation: The ACSLM has been placed in the idle state by an operator and is unavailable for requests using library resources.

Action Required: None; this message is informational only.

1419 N Server system running.

Explanation: The ACSLM has been placed in the run state.

Action Required: None; this message is informational only.

1420 N CAP *cap_id*: Cartridges detected in CAP.

Explanation: Cartridges were detected in the CAP during a vary online operation or during library server initiation or recovery.

Variable: *cap_id* is the identifier of the CAP.

Action Required: Issue an enter request to unlock the designated CAP, then remove the cartridges from the CAP.

1421 N Drive *drive_id*: Clean drive.

Explanation: The specified drive needs to be cleaned.

Variable: *drive_id* is the identifier of the library drive.

Action Required: If Auto Clean is FALSE, mount a cleaning cartridge in the designated drive. If Auto Clean is TRUE, this message is informational only; the drive will be cleaned automatically prior to the next mount of the drive. For more information about cleaning cartridges, see Chapter 3 of *ACSLs Administrator's Guide*.

1422 N Library configuration error.

Explanation: The library configuration specified in the database is not the same as the one defined in the LMU, or a component appears in the database, but fails to respond to LMU commands. This error causes the library server to terminate.

Action Required: Rerun *acsss_config*. Then run an audit. See *ACSLs System Administrator's Guide* for information about *acsss_config* and running an audit.

1423 N Data base failure.

Explanation: An ACSLS process is unable to access the database. A database error code, indicating the reason for the failure, will also be written to the Event Log.

Action Required: This is a serious error. Report the error to software support. Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1427 N Event log is full.

Explanation: The Event Log has reached the maximum size defined in the library server installation. Messages will continue to be added to the Event Log, but this message will be logged at one-minute intervals until you reduce the size of the log.

Action Required: If you wish to keep a copy of the current Event Log for archiving purposes, move it to another directory. The Event Logger will automatically create a new file when it logs the next message. For information on managing the Event Log, see Chapter 8 in *ACSL System Administrator's Guide*.

1428 N Server system idle is pending.

Explanation: The ACSLM is in an idle-pending state and is therefore unavailable for requests using library resources.

Action Required: None; this message is informational only.

1429 N CAP *cap_id*: Place cartridges in CAP.

Explanation: The specified CAP is ready to receive cartridges, as part of an enter operation. This message is repeated at approximately two-minute intervals until the CAP door is opened.

Variable: *cap_id* is the identifier of the CAP.

Action Required: Open the designated CAP door and place the cartridges in the CAP.

1430 N IPC failure on socket *socket_id*.

Explanation: The ACSLM or ACSSA cannot communicate with another library server software component.

Variable: *socket_id* is the identifier of the failing socket.

Action Required: If you did *not* issue an `idle force` command *and* the problem recurs, shut down and restart the library server software. Use the following procedure:

1. **From a `cmd_proc` window, issue an `idle request` to place the library server in a quiescent state.**
2. **Log in as the `acsss` user, and shut down the library server using the `kill.acsss` utility.**
3. **Restart the library server using the `rc.acsss` utility.**
4. **If the problem continues, report the error to software support.** Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1431 N port *port_id*: Library error, *error_type*

Explanation: An error in the library hardware has been reported to ACSLS.

Variable:

- *port_id* is the identifier of the ACSLS-to-LMU port.
- *error_type* is the error received by the ACSLS server from the library (via the LMU).

Action Required: Report the error to your Customer Services Engineer (CSE) by calling 1-800- 525-0369. The CSE should check the library and related hardware components to determine the cause of the library failure.

1432 N Server System network interface timeout.

Explanation: Due to lack of client response, a timeout has occurred during network data handling. Data such as earlier requests you put in or system responses may have been lost.

Action Required:

- 1. Check the network connections on both the server system and the client system.**

If these are intact, the error may be due to network activity or momentary load.

- 2. If the error persists, verify network operations.**

1433 N *component component_id*: Offline

Explanation: The specified component was varied offline.

Variable:

- *component* is the library component (for example, ACS).
- *component_id* is the identifier of the library component.

Action Required: None; this message is informational only.

1434 N *component component_Id*: Online

Explanation: The specified component was varied online.

Variable:

- *component* is the library component (for example, ACS).
- *component_id* is the identifier of the library component.

Action Required: None; this message is informational only.

1435 N Software process failure.

Explanation: A library request process failed. This may be due to either an error in request processing or an unexpected process termination. This error can be ignored if you just issued an idle force command.

Action Required: Retry the command and see if you get the same error. If you do, shut down and restart ACSLS:

- 1. From a Command Processor window, issue an idle request to place the library server in a quiescent state.**
- 2. Log in as the acsss user, and shut down the library server using the kill.acsss utility.**
- 3. Restart the library server using the rc.acsss utility.**
- 4. We recommend that you perform an audit to reconcile the database with the physical contents of the library.**

1436 N Server system recovery complete.

Explanation: Library server recovery completed successfully.

Action Required: None; this message is informational only.

1437 N Server system recovery failed.

Explanation: Library server recovery failed.

Action Required: Check previous Event Log entries for additional information about the failure. Follow the suggested action for the associated error message(s).

1438 N LSM *lsm_id*: In-transit cartridge recovery incomplete.

Explanation: The specified LSM failed to recover all in-transit cartridges during library server recovery.

Variable: *lsm_id* is the identifier of the LSM containing the in-transit cartridges.

Action Required:

- 1. Query the LSM to make sure there are empty cells in the LSM.**
- 2. If there are not empty cells in the LSM, eject cartridges to free cell space. See Chapter 3 in *ACSL System Administrator's Guide* for information about ejecting cartridges.**
- 3. Ensure that the CAP in the specified LSM is empty.**
- 4. Vary the LSM offline, and then back online to attempt in-transit cartridge recovery.**
- 5. If this process is unsuccessful,** contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1439 N Server system recovery started.

Explanation: Library server recovery has been initiated.

Action Required: None; this message is informational only.

1440 N CAP *cap_id*: Remove cartridges from CAP.

Explanation: The specified CAP contains cartridges and is ready for the operator to remove them. This message is repeated at approximately two-minute intervals until the CAP door is opened.

Variable: *cap_id* is the identifier of the CAP.

Action Required: Open the designated CAP door and remove the cartridges.

1441 N Server system network interface failure.

Explanation: The CSI has encountered a Remote Procedure Call (RPC) failure. Data such as earlier requests you put in or system responses may have been lost.

Action Required: Check previous Event Log entries for additional information about the failure. Follow the suggested action for the associated error message(s).

1442 N Pool *pool_id*: high water mark warning.

Explanation: The number of volumes in the specified scratch pool is greater than or equal to the high water mark.

Variable: *pool_id* is the pool identifier.

Action Required: None; this message is informational only. Unless cartridges are used from the pool or the high water mark threshold is reset, this message will be repeated when a volume is added to the specified scratch pool. See Chapter 3 in *ACSL System Administrator's Guide* for information on managing scratch pools.

1443 N Pool *pool_id*: low water mark warning.

Explanation: The number of volumes in the specified scratch pool is less than or equal to the low water mark.

Variable: *pool_id* is the pool identifier.

Action Required: Follow your company's procedures for adding scratch volumes unless it is not a problem to run out of scratch volumes. See Chapter 3 in *ACSL System Administrator's Guide* for information on managing scratch pools.

1444 N CAP *cap_id*: No CAP available, waiting...

Explanation: Audit processing has completed, but a CAP is not available for ejecting cartridges.

Variable: The *cap_id* indicates which ACS does not have a CAP available.

Action Required: None. When a CAP is available, the cartridges will be ejected.

1445 N Drive *drive_id*: Cleaned.

Explanation: The specified drive has been cleaned.

Variable: *drive_id* is the identifier of the library drive.

Action Required: None; this message is informational only.

1446 N CAP *CAP_id*: CAP door is open.

Explanation: The CAP door has been opened.

Variable:

- *lsm_id* is the LSM whose CAP door is open.
- *CAP_id* is the identifier of the CAP whose door is open.

Action Required: None; this message is informational only.

1448 N *filesystem*: Disk usage of *current%* pct exceeds limit of *limit%* pct.

Explanation: The available disk space in the indicated file system is about to run out. Appearance of this message is usually indicative of either:

- the Event Log filling up disk space because it has not been periodically reset
- the database journal files are filling up disk space because a database backup has not been periodically done.

Variable:

- *filesystem* is the name of the disk subsystem that is about to run out of space.
- *current* is the current percentage of disk space used in the filesystem.
- *limit* is the disk threshold above which this message is periodically issued.

Action Required: Take the following actions to free up disk space.

1. See Chapter 8 of *ACSL System Administrator's Guide* for information about managing the Event Log size and rollover files.
2. See Chapter 4 of *ACSL System Administrator's Guide* for information about database backups and managing database redo log files.

1450 N Volume identifier *vol_id* deleted

Explanation: The specified volume identifier has been removed from the ACSLS database. This typically occurs when volumes are ejected from the library. It may also occur when the specified volume is not found where it should be located (for example, because it was manually removed from the library).

Variable: *vol_id* is the volume identifier of the volume that was deleted.

Action Required: None. This message is informational only. However, if you believe the volume was deleted in error, then report the error to software support. Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1453 N CAP *cap_id*: Enter operation *status*

Explanation: This message shows the status of an enter operation that is either in progress or completed.

Variable:

- *cap_id* is the identifier of the CAP.
- *status* is the current status of the enter operation and the CAP identified in the message.

Action Required: None; this message is informational only.

1732 I ACSLS database recovery successfully completed. Database has been restored to the point of the last backup plus any subsequent transactions recorded on the current disk.

Explanation: This message indicates that the recovery you ran is completed. The second part of the message can mean that all transactions were recovered *unless* you have the following conditions:

- You do not have a second disk, just a primary disk.
- Your primary disk was damaged and you ran a recovery.

Under these conditions, it is possible that not all transaction files were recovered after running the recovery. Chances are likely that redo logs were not applied since they were corrupted by the same problem that prompted the restore.

If you do have a second disk *or* you have only a primary disk that did not crash, it is likely that all transactions were restored.

Action Required: None.

1820 E Unable to kill scsilh.im, PID *PID*

Explanation: A scsilh process was still running (scsilh.im) when the product came up. This scsilh.im process must be killed before the product can come up.

Variable: *PID* is the process id for the scsilh.im image that is still running.

Action Required:

1. **Kill the scsilh.im as acsss by running** stopSCSILH.sh.
2. **If stopSCSILH.sh does not work when run as acsss, run** stopSCSILH.sh **as root.**
3. **If stopSCSILH.sh fails when run as root, contact** Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1822 E Killing SCSIILH process *PID* with SIGTERM failed on *error_desc*, *errno*= *errno*

Explanation: A *scsilh.im* was still running when the product came up or was shut down. This *scsilh.im* process must be killed before the product can come up.

Variable:

- *function* is the function that found the error.
- *PID* is the process id of the process to be killed.
- *error_desc* is the Unix error description associated with *errno* returned by kill.
- *errno* is the value of the Unix system error number

Action Required:

1. **Kill the *scsilh.im* as *acs* by running *stopSCSILH.sh*.**
2. **If *stopSCSILH.sh* does not work when run as *acs*, run *stopSCSILH.sh* as root.**
3. **If *stopSCSILH.sh* fails when run as root, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.**

1824 E Invalid driver_state *state* for Connect/Vary request ACS
ACS_id port_name

Explanation: This error message indicates an ACSLS software error.

Variable:

- *function* is the function that found the error.
- *state* is the state of the driver, of the form STATE_<NAME_OF_STATE>.
- *ACS_id* is the identifier of the ACS receiving the request.
- *port_name* is the name of the port in the Connect/Vary request.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1826 E Cleanup of SCSILH failed, rerun stopSCSILH.sh manually,
errno *error_desc*

Explanation: A *scsilh.im* process was still running when the product came up or shut down. This *scsilh.im* process must be killed before the product can come up.

Variable:

- *function* is the function that found the error.
- *error_desc* is the Unix error description associated with the errno returned by UNIX, system call, system.

Action Required:

1. **Kill the *scsilh.im* as *acs* by running *stopSCSILH.sh*.**
2. **If *stopSCSILH.sh* does not work when run as *acs*, run *stopSCSILH.sh* as root.**
3. **If *stopSCSILH.sh* fails when run as root, call your StorageTek Software Support Representative (SSR). See *How to Request Help* for information.**

1827 E Cleanup of SCSILH failed, rerun stopSCSILH.sh manually,
return code *return_code*

Explanation: A *scsilh.im* process was still running when the product came up or shut down. This *scsilh.im* process must be killed before the product can come up.

Variable:

- *function* is the function that found the error.
- *return_code* is the return code from the ACSLS shell script stopSCSILH.sh.

Action Required:

- 1. Kill the *scsilh.im* as acsss by running stopSCSILH.sh.**
- 2. If stopSCSILH.sh does not work when run as acsss, run stopSCSILH.sh as root.**
- 3. If stopSCSILH.sh fails when run as root, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.**

1828 E ACS *ACS_id*: fork of SCSILH failed errno (*errno*)
error_desc

Explanation: The UNIX system call fork had an error.

Variable:

- *function* is the function that found the error.
- *ACS_id* is the ACS identifier.
- *errno* is the value of the UNIX system error number returned by the UNIX fork system call.
- *error_desc* is the UNIX error description associated with the *error* number returned by UNIX, system call, fork.

Action Required: Restart ACSLS and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1829 E execl (*program*) failed, errno=*error_desc*

Explanation: The UNIX system call execl failed executing *program*.

Variable:

- *function* is the function that found the error.
- *program* – the program that execl tried to execute.
- *error_desc* is the UNIX error description associated with errno returned by the UNIX execl system call.

Action Required: Restart ACSLS and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1830 E SCSILH did not start, acslh exiting

Explanation: This message refers to a fatal error in either ACSLS, SCSILH, or the UNIX system. The product will shut down as part of this message.

Variable: *function* is the function that found the error.

Action Required: Restart ACSLS. If ACSLS does not restart after three tries, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1831 E return code (*return_code*) terminated scsilh.im

Explanation: SCSILH terminated without a signal. If this message occurred during shutdown of ACSLS, it is informational only. Otherwise, see Action Required below.

Variable: *return_code* is the code returned by SCSILH.

Action Required: Restart ACSLS. If ACSLS does not restart after three tries, contact contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*. Please have return code available.

1880 E Drive *drive_id*: Unable to position on the drive, status: loaded

Explanation: The drive is loaded. The robot was unable to target on the drive.

Variable: *drive_id* is the drive identifier.

Action Required: Drive transport is reporting a problem. This could be due to the drive or to the robot. Do the following:

- 1. Contact a CSE to have the drive checked for a stuck tape.**
- 2. If there are no problems in the drive, the CSE should check the LMU and LSM error logs for more information.**

1907 E Unable to create bdb EOF file.

Explanation: An ACSLS utility cannot create a required end-of-file marker.

Action Required: Make sure that the /tmp directory has write permission for all users, then rerun the backup.

1908 E Unable to read files from backup device, *dev*.

Explanation: The rdb.acsss utility cannot read the backup files from the specified backup device.

Variable: *dev* is the backup device you specified.

Action Required: Rerun the restore operation, specifying a valid device with a valid backup file created by the bdb.acsss utility.

1909 E The backup device *dev* is not a good bdb backup from ACSLS *release* Please try again specifying a valid bdb backup.

Explanation: The rdb.acsss utility cannot verify that the specified backup files are valid.

Variable: *dev* is the backup device you specified. *release* is the ACSLS release you are running.

Action Required: You must restore the database from a backup created by the bdb.acsss utility from the same version of ACSLS (*release*) that you are running. Rerun the restore operation, specifying a valid device with a valid backup file created by the *release* version of the bdb.acsss utility.

1918 N Too many processes. With the current settings specified through `acsss_config`, ACSLS requires `no_req_pro` processes to be running simultaneously. Currently, your system limit allows only `sys_limit_no_pro_user` processes per user. Either lower the number of mount processes, persistent query processes, or transient processes, or else raise this system limit.

Explanation: Message is self-explanatory.

Variable:

- `no_req_pro` is the number of required processes.
- `sys_limit_no_pro_user` is the system limit on the number of processes per user.

Action Required: Do one or more of the following:

- Lower the number of persistent query processes through `acsss_config`
- Lower the number of mount processes through `acsss_config`
- Lower the maximum number of transient processes through `acsss_config`
- Raise the maximum allowable number of processes per user. (This is system-dependent.)

1970 W `RPtimeout` value for `keyword` is not numeric.

Explanation: In the `$ACS_HOME/data/internal/RPtimeout` file the value for `keyword` was not all numeric data.

Variable: `keyword` represents the operation that has the corresponding timeout value.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1971 W Rptimeout value for *keyword* is not in range.

Explanation: In the `$ACS_HOME/data/internal/Rptimeout` file the value for *keyword* was not in the range of 1 second to 24 hours. This message will be followed by message 1974. The default value for *keyword* will be used.

Variable: *keyword* represents the operation that has the corresponding timeout value.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1972 W Unable to find *keyword* in Rptimeout file.

Explanation: In the file, ACSLS was unable to find the *keyword*. This message is followed by message 1974, which will give the keyword.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1973 W Unable to open Rptimeout file.

Explanation: ACSLS attempted to open `$ACS_HOME/data/internal/Rptimeout`, but was unable to do so. The default value will be used. This message is followed by message 1974, giving the *keyword*.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

1974 I Using default timeout value for *keyword*.

Explanation: This message follows message 1970 or 1971 or 1972 to inform you that the default timeout value was used for the LH request type *keyword*.

Variable: *keyword* represents the operation that has the corresponding timeout value.

Action Required: None. Action applies to the message that preceded this one.

2000 E Failed to get queue member.

Explanation: Message was not retrieved from the message queue for removal.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2001 E Don't have read permission.

Explanation: The CSI does not have read permission on the *csi_ip_switch.dat* file.

Action Required: Use *chmod* to set permissions on the *csc_ip_switch.dat* file for read and write access.

2002 E Can't open file *errno=errno*

Explanation: A failure of type *errno* occurred when the *csc_ip_switch.dat* file was attempted to be opened.

Variable: *errno* is the system error number associated with opening this file.

Action Required: Check that the file *csc_ip_switch.dat* exists and is in the proper location:
\$ACSL_HOME/data/internal/client_config/

If both of these conditions are met and the problem still persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*. For more information about managing a dual-LAN client configuration, see Chapter 5 of *ACSL System Administrator's Guide*.

2003 E Invalid entry *displayed_line* - line ignored

Variable: *displayed_line* is the invalid line that needs to be corrected.

Action Required: Correct the line displayed and restart ACSLS.

2004 E Duplicate addresses *displayed_line* - line ignored.

Explanation: Duplicate primary and secondary addresses were entered into the *csc_ip_switch.dat* file.

Variable: *displayed_line* is the invalid line that needs to be corrected.

Action Required: Correct the line displayed and restart ACSLS.

2005 E Max number of (*max_no_allowed*) dual clients exceeded

Explanation: More than the maximum number of allowable dual clients was entered into the `csc_ip_switch.dat` file. Only the maximum number of dual clients is allowed.

Variable: *max_no_allowed* is the maximum number of allowable dual clients entered into the `csc_ip_switch.dat` file.

Action Required: Do not exceed the maximum number of allowable dual clients in the `csc_ip_switch.dat` file, or, if you need more clients, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2006 E Bad primary addr - bad conversion: *displayed_addr*.

Explanation: The primary address entered into the `csc_ip_switch.dat` file is not an IP address format.

Variable: *displayed_addr* is the erroneous primary address displayed.

Action Required: Correct the displayed address in the `csc_ip_switch.dat` file and restart ACSLS.

2007 E Bad primary addr - not digital: *displayed_addr*

Explanation: The primary address entered in the `csc_ip_switch.dat` file is not an IP address format.

Variable: *displayed_addr* is the erroneous primary address displayed.

Action Required: Correct the displayed address in the `csc_ip_switch.dat` file and restart ACSLS.

2008 E Bad secondary addr - bad conversion: *displayed_addr*

Explanation: The secondary address entered in the `csc_ip_switch.dat` file is not an IP address format.

Variable: *displayed_addr* is the erroneous secondary address displayed.

Action Required: Correct the displayed address in the `csc_ip_switch.dat` file and restart ACSLS.

2009 E Bad secondary addr - not digital: *displayed_addr*

Explanation: The secondary address entered in the `csc_ip_switch.dat` file is not an IP address format. The address is not digital.

Variable: *displayed_addr* is the erroneous secondary address displayed.

Action Required: Correct the displayed address in the `csc_ip_switch.dat` file and restart ACSLS.

2010 I *path* opened - DUAL PATH OPTION ACTIVATED.

Explanation: File (`csc_ip_switch.dat`) was opened and read successfully. Dual path function is activated.

Variable: *path* is the full path to the `csc_ip_switch.dat` file.

Action Required: None.

2011 E *path* opened - Dual Option Process Failure.

Explanation: A major process failure has occurred when trying to de-queue primary address packets.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2012 N LMU error: ACS: *acs_id* Invalid value found in transmission, value = *character*

Explanation: The ACSLS (library handler process) detected an invalid character in the transmission received from the LMU.

Variable:

- *acs_id* is the ACS identifier.
- *character* is the invalid character detected in the transmission.

Action Required: If the request failed, reissue the request.

2014 N LMU error: ACS: *acs_id* Invalid *lmu_mode* *lmu_mode*.

Explanation: The ACSLS (library handler process) received a response packet from the LMU with an unrecognizable LMU code specified in *lmu_mode*.

Variable:

- *acs_id* is the ACS identifier.
- *lmu_mode* is the LMU mode from which the response was received. The mode is one of the following: master, standby, or standalone.

Action Required: None. This message is informational only.

2018 N LMU error: ACS: *acs_id* Invalid compatibility level
compat_level line = *line_number*.

Explanation: An invalid LMU compatibility level was detected.

Variable:

- *acs_id* is the ACS identifier.
- *compat_level* is the invalid compatibility level detected.
- *line_number* is the location in the ACSLS code where the error was detected.

Action Required: None. This message is informational only.

2027 N ACS: *acs_id* Switchover Recovery Complete.

Explanation: The ACSLH (library handler process) has completed processing of library requests that were affected by a switch LMU or LMU IPL.

Variable: *acs_id* is the ACS identifier.

Action Required: None. This message is informational only.

2028 N ACS: *acs_id* New Master LMU.

Explanation: The ACSLS (library handler process) has received an unsolicited message from the LMU indicating that there is a new Master LMU.

Variable: *acs_id* is the ACS identifier.

Action Required: None. This message is informational only.

2029 N LMU error: ACS: *acs_id* Invalid *lmu_name* *lmu_name*.

Explanation: The ACSLS (library handler process) received a packet from the LMU with an unrecognizable LMU name specified in the *lmu_name* portion of the packet.

Variable:

- *acs_id* is the ACS identifier.
- *lmu_name* is the name of the LMU from which the packet was received: A, B, or standalone.

Action Required: None. This message is informational only.

2030 N LMU error: ACS: *acs_id* Invalid *standby_status* *standby_status*.

Explanation: The ACSLS (library handler process) received a packet from the LMU with an unrecognizable LMU name specified in the *lmu_name* portion of the packet.

Variable:

- *acs_id* is the ACS identifier.
- *standby_status* is the status of the LMU from which the packet

Action Required: None. This message is informational only.

2031 N ACS: *acs_id* Standby LMU now communicating.

Variable: *acs_id* is the ACS identifier.

Action Required: None. This message is informational only.

2032 N ACS: *acs_id* Standby LMU not communicating

Explanation: The ACSLH (library handler process) has received an unsolicited message from the LMU indicating that the Standby LMU is not communicating with the ACSLS server.

Variable: *acs_id* is the ACS identifier.

Action Required: None. This message is informational only.

2034 N ACSLH: Request Recoverer: *message*

Explanation: This message usually displays when a software error occurs during a dual LMU switchover recovery or in the recovery period after a standalone LMU IPLs.

Variable: *message* gives a detailed description of the error.

Action Required: Have the error description from *message* available, and contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2035 N status = *port_status*: Cannot vary last Master port offline, leaving port online.

Explanation: Issuing a vary port offline command to the last online master port is not allowed.

Variable: *port_status* is the status of the port.

Action Required: None. This message is informational only.

2036 N Standalone LMU, cannot initiate switch.

Explanation: Issuing a switch LMU command to a standalone LMU is not allowed.

Action Required: None. This message is informational only.

2037 N Standby LMU not communicating, cannot initiate switch.

Explanation: Issuing a switch LMU command when the standby LMU is not communicating is not allowed.

Action Required: None. This message is informational only.

2038 N ACS *acs_id* has no LSMs configured; you may want to verify hardware configuration.

Explanation: This message may appear in either of the following conditions:

- If you have a dual-LMU configuration and a switchover occurs during *acsss_config*, it is possible to get this message when one of the LMUs IPLs during *acsss_config*.

Variable: *acs_id* is the ACS that has no LSMs configured.

Action Required:

- If you see this message during product configuration, verify all hardware configuration and all hardware connections. These connections include those to the server, from the LMUs to the LSMs, and between the LMUs in a dual-LMU configuration.

If all hardware connections are correct and *acsss_config* still detects an empty ACS, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

- If this message occurs with an LMU switchover during *acsss_config*, rerun *acsss_config*.

2039 W Unable to make year 2000 changes to `dv_config.dat`. This can be done manually by running `acsconfig` and setting the event logging date/time format.

Explanation: During a restore of ACSLS miscellaneous data, the date/time format that is used in logs could not be updated to the default year 2000 compliant format.

Action Required: The event logging date/time format variable should be set through `acsconfig` to use a 4-digit year in its format. See Chapter 7 of *ACSL System Administrator's Guide* for more information.

2040 N Year 2000 changes made to *filename*

Explanation: Explanation: The specified file has been modified to make date/time formats use a 4-digit year format.

Variable: *filename* is the file that was modified.

Action Required: None. This message is informational only.

2041 W Could not find text '*text*' in file *filename*

Explanation: Some expected text in the specified file was not found. The file could possibly be corrupted.

Variable: *filename* is the file. *text* is the text that was expected to be in that file.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2042 N

Explanation: To be supplied.

Variable: To be supplied.

Action Required: To be supplied.

2043 N

Explanation: To be supplied.

Variable: To be supplied.

Action Required: To be supplied.

2050 W Error processing command: %s - %s

Explanation: This message occurs when there is an error processing a command received within ACSLS.

Variable:

- %s The command that caused the error.
- %s The specific error that occurred.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2051 W Ipc error reading command: %s

Explanation: There was an internal communication error when trying to read a command for processing.

Variable: %s The error encountered during IPC.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2052 W Unable to get value for TRACE_VOLUME dynamic variable

Explanation: There was an error retrieving the value for the TRACE_VOLUME dynamic variable. This will result in possible inconsistent behavior with respect to volume tracing.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2053 W Error trying to create volume statistics entry.
%s.

Explanation: There was a problem when trying to create an entry in the LIB_VOL_STSTS file.

Variable: %s Detailed error message describing problem.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2054 W Move to %s failed cartridge recovery needed.
Volume %s may be stuck intransic.

Explanation: Volume is stranded inside the LSM somewhere between its original source and destination.

Variable:

- %s Destination cell address.
- %s Volume identifier of stuck volume.

Action Required: Do either of the following:

- Manually remove tape from LSM then audit its cell and enter it.
- Vary offline force the LSM the volume is in, then vary the LSM online to force intransit recovery.

2055 W Error updating cell %s state to full.

Explanation: There was an error in setting a cell's state to full. This may have resulted in an inconsistent ACSLS database.

Variable: %s Cell address that had the error.

Action Required: Perform a subpanel audit of cell indicated to attempt to reconcile database.

2056 W Error update cell %s state to empty.

Explanation: There was an error in setting a cell's state to empty. This may have resulted in an inconsistent ACSLS database.

Variable: %s Cell address that had the error.

Action Required: Perform a subpanel audit of cell indicated to attempt to reconcile database.

2057 W Error update cell %s state to reserved.

Explanation: There was an error in setting a cell's state to empty. This may have resulted in an inconsistent ACSLS database.

Variable: %s Cell address that had the error.

Action Required: Perform a subpanel audit of cell indicated to attempt to reconcile database.

2058 W Idle command failed %s.

Explanation: An attempt to idle a portion of the ACSLS server failed.

Variable: %s Detailed information about failure.

Action Required: The server will still be functional but you should report the problem as it may be a symptom of a larger problem. Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2059 W Failed to close accept socket. Error: %s

Explanation: There was an error when attempting to close an internal ACSLS communication mechanism.

Variable: %s The error that caused failure.

Action Required: This error could indicate a one-time anomaly or it could be a symptom of a bigger, underlying problem. If this message appears one time with no other error messages, then it can be ignored. If it appears multiple times or with other error messages, then contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2060 W Database Error: %s

Explanation: There was an error processing a transaction with the backend database in ACSLS.

Variable: %s The specific error that occurred with the database.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2061 W Invalid data found in command: %s

Explanation: ACSLS detected some invalid data in an internal command structure.

Variable: %s Detailed description of invalid data.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2062 W Unexpected ACSLH result received by move: %s

Explanation: An internal error occurred in the communication between ACSLS components.

Variable: Detailed description of the unexpected result.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2063 E Internal error in processing the move command: %s

Explanation: An internal error occurred while processing a move request.

Variable: %s Detailed information about the error.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2064 E Error getting LIB_VOL_STATS value: %s

Explanation: ACSLS was unable to read the value for the LIB_VOL_STATS dynamic variable. This may result in a failure to log volume statistic entries.

Variable: %s Detailed information about the error.

Action Required: Rerun `acsss_config` to attempt to turn on LIB_VOL_STATS and then attempt the request again. If the error persists, then contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2065 E Error creating record for Volume %s: %s

Explanation: An internal error occurred while attempting to update the ACSLS internal database record for the given *vol_id*.

Variable:

- %s Volume identifier of volume that failed to create.
- %s Detailed information about the error.

Action Required: Attempt the audit the expected location of the volume. If that fails, then contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2066 E Unable to update status for Volume %s: %s

Explanation: An internal error occurred while attempting to update the ACSLS internal database record for the given *vol_id*.

Variable:

- %s Volume identifier of volume that failed to create.
- %s Detailed information about the error.

Action Required: Attempt the audit the expected location of the volume. If that fails, then contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

2068 N move: volume (%s) not found in cell (%s), deleted.

Explanation: When attempting to move a volume, the volume was not found in its home cell. The volume record is deleted from the database.

Variable:

- %s Volume identifier of the volume that was not found.
- %s Cell location.

Action Required: Audit the LSM to reconcile the ACSLS database with the contents of the LSM.

5001 E *stack_trace*

Explanation: An unexpected error has occurred.

Variable: *stack_trace* contains diagnostic information to help StorageTek support personnel understand what failure occurred.

Action Required: If the problem recurs, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*. Have the information in *stack_trace* available when you call.

5002 E Received incorrect byte count from input socket:
byte_count

Explanation: An internal communication between components has failed.

Variable: *byte_count* is the count of bytes read.

Action Required: Retry the command.

5003 E Received invalid request type: *req_type*

Explanation: An internal communication between components has failed.

Variable: *req_type* is the value of the invalid request.

Action Required: Retry the command.

5004 E Received invalid Sense Code: *sense_code*

Explanation: An internal communication between components has failed.

Variable: *sense_code* is the value sent by the hardware.

Action Required: Retry the command.

5005 E Received invalid Status request type: *req_type*

Explanation: An unexpected response was detected from the hardware.

Variable: *req_type* is the value of the invalid status request.

Action Required: Contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5006 E Unexpected LH failure. Sense code is *sense_code*

Explanation: An unexpected response was detected from the hardware.

Variable: *sense_code* is the value sent by the hardware.

Action Required: Verify that the hardware is online. Check the LSM logs for more information.

5007 E Unexpected LSM failure. Sense code is *sense_code*

Explanation: An unexpected response was detected from the hardware.

Variable: *sense_code* is the value sent by the hardware.

Action Required: Verify that the hardware is online. Check the LSM logs for more information.

5008 E Received 0 bytes from device: *dev_name*

Explanation: The SCSI device driver may not have been properly installed.

Variable: *dev_name* is the name of the device being opened, i.e., */dev/mchanger4*.

Action Required: Verify that the hardware is online. Check the LSM logs for more information.

5009 E No data received after forking process

Explanation: The scsiLh was not able to communicate with the scsiDP. The SCSI device driver may not have been properly installed.

Action Required: Verify that the hardware is online. Check the LSM logs for more information.

5010 E Failed to create UNIX process for device: *dev_name*

Explanation: The scsilh_im was not able to communicate with the scsiDP.

Variable: *dev_name* is the name of the device being opened, i.e., /dev/mchanger4.

Action Required: Restart ACSLS and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5011 E Failed to set up read/Wait for process

Explanation: The scsiLh encountered an internal error.

Action Required: Restart ACSLS and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5012 E Starting new UNIX process *dev_name*

Explanation: The scsiDP died and was restarted by the scsilh_im.

Variable: *dev_name* is the name of the device being opened, i.e., /dev/mchanger4.

Action Required: Retry the command. and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5013 E Received incorrect byte count from shared memory:

byte_count

Explanation: An internal communication between components has failed.

Variable: *byte_count* is the count of bytes read.

Action Required: Retry the command, and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5014 E Error received from call to smc library: *error_code*

Explanation: An internal communication between components has failed.

Variable: *error_code* is the error code returned by the smc library.

Action Required: Verify that the hardware is online. Check the LSM logs for more information.

5015 E Failed to write to socket: *socket_name*

Explanation: An internal communication between components has failed.

Variable: *socket_name* is the name of the socket.

Action Required: Retry the command, and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5016 E Timed out on request: *req_name*

Explanation: The hardware took longer than expected to respond.

Variable: *req_name* is the name of the request.

Action Required: Verify that the hardware is online. Check the LSM logs for more information. If the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5017 E Received too many (*nnn*) bytes in response to internal command: *byte_count*

Explanation: An internal communication between components has failed.

Variable: *byte_count* is the count of bytes read.

Action Required: Retry the command, and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5018 E Unexpected startup data received from process: *aString*

Explanation: An internal communication between components has failed.

Variable: *aString* is the string that was read from the hardware.

Action Required: Verify that the hardware is online. Check the LSM logs for more information. Retry the command, and if the problem persists, contact Central Software Support (CSS). For more information, see *Requesting Help from Software Support*.

5019 E Recovering scsiDP: *aString*

Explanation: A communication error occurred between the library and ACSLS.

Variable: *aString* is the scsiDP process description.

Action Required: None. If you see these messages frequently, you may be experiencing cable problems.

Reader's Comment Form

If you prefer, you can e-mail your comments to Software Information Development directly. Our Internet address is: **sid@stortek.com**

Manual Name: ACSL Messages Manual PN: 311250201

Your Name: _____

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What is your job function? _____

Did you find the material easy to read and understand? Yes No (explain below)

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Explanations and other comments:

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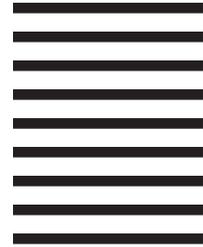
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