BackBox© E5.00 Messages Manual and Troubleshooting

Abstract

This Messages Manual and Troubleshooting document is for BackBox© E5.00

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INTRODUCTION

This manual applies to all BackBox family products (BackBox and VTR). The numbered messages issued by the any of the BackBox products are described in the section Messages.

Logs and Traces

In addition to the immediate symptoms present on the output of a tape application or on a BackBox UI page, an error in the BackBox may issue messages in the NonStop EMS log.
The various sources of information for troubleshooting are detailed below.

NonStop Log

The EMS log is the main console for the BackBox. For all abnormal events occurring during regular operations or during installations and updates, the EMS log must be first consulted.
EMS will display:

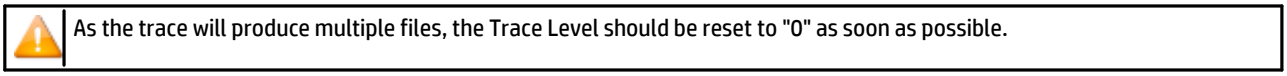
- The messages from the NonStop tape system.
- The messages from the BackBox NonStop components.
- A copy of the most important messages logged by BackBox on the Windows platform.

The BackBox distribution set contains an EMS filter and an OBEY file (OEMS) to extract and transfer all tape related messages to an Enscribe file. Before executing OEMS, it should be edited to specify a time interval.
The OEMS2 OBEY file (executed by the command “RUN OEMS2”) extracts and transfers the current tape messages to the TACL home-terminal. It is very useful to have the OEMS2 running when troubleshooting. The EMS log provides details about different symptoms shown in the UI.
For an issue related to the operation of a tape device, check the EMS at the time the mount request has been issued by $ZSVR. If the tape device is not attached to the node running the BackBox Domain Manager, but is attached to a different peripheral node, obtain the EMS from both nodes.

Traces in NonStop

It is possible to trace the BackBox domain internal activity on the NonStop. The trace is activated in the BackBox UI domain configuration page:

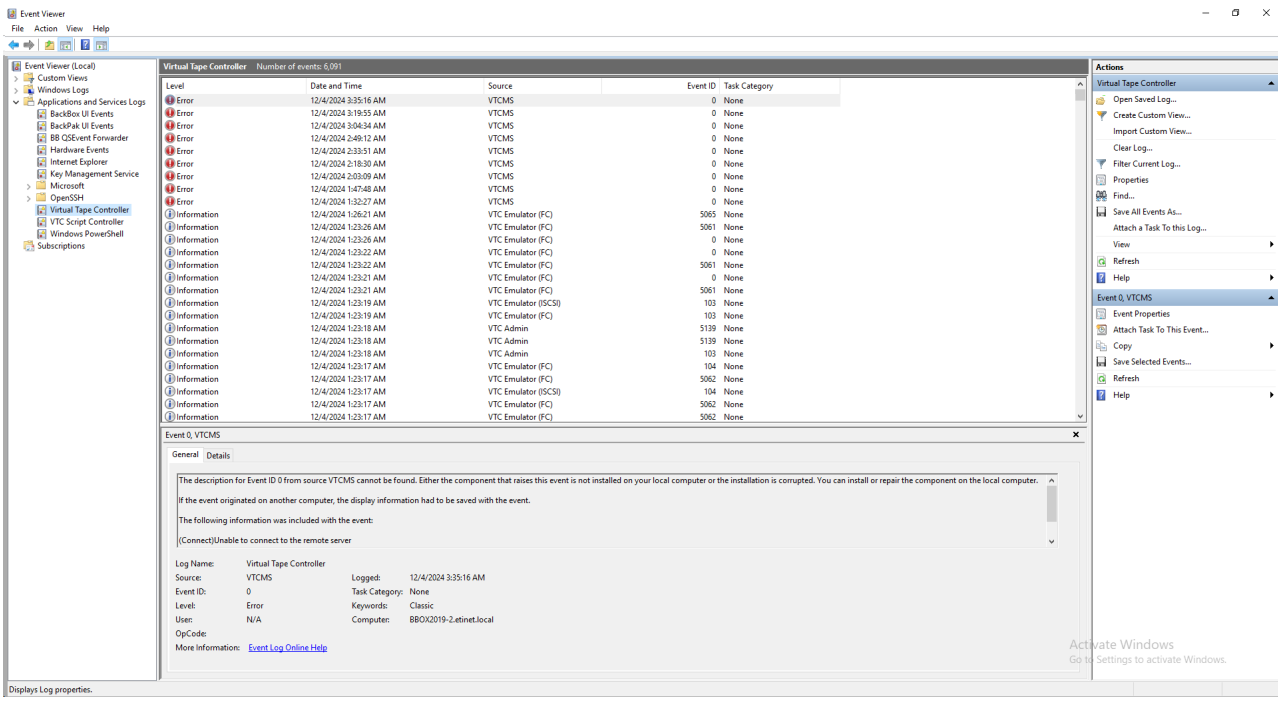
- Set the Trace Level to 1.
- Enter a Trace sub-volume that will receive the trace files. This sub-volume must be dedicated to receiving traces.



When sending the traces to HPE support, it is recommended to PAK everything YES in both the trace sub-volume and in the file BBSVCFG.

Logs and Traces in VTC Server

Windows Event Logs

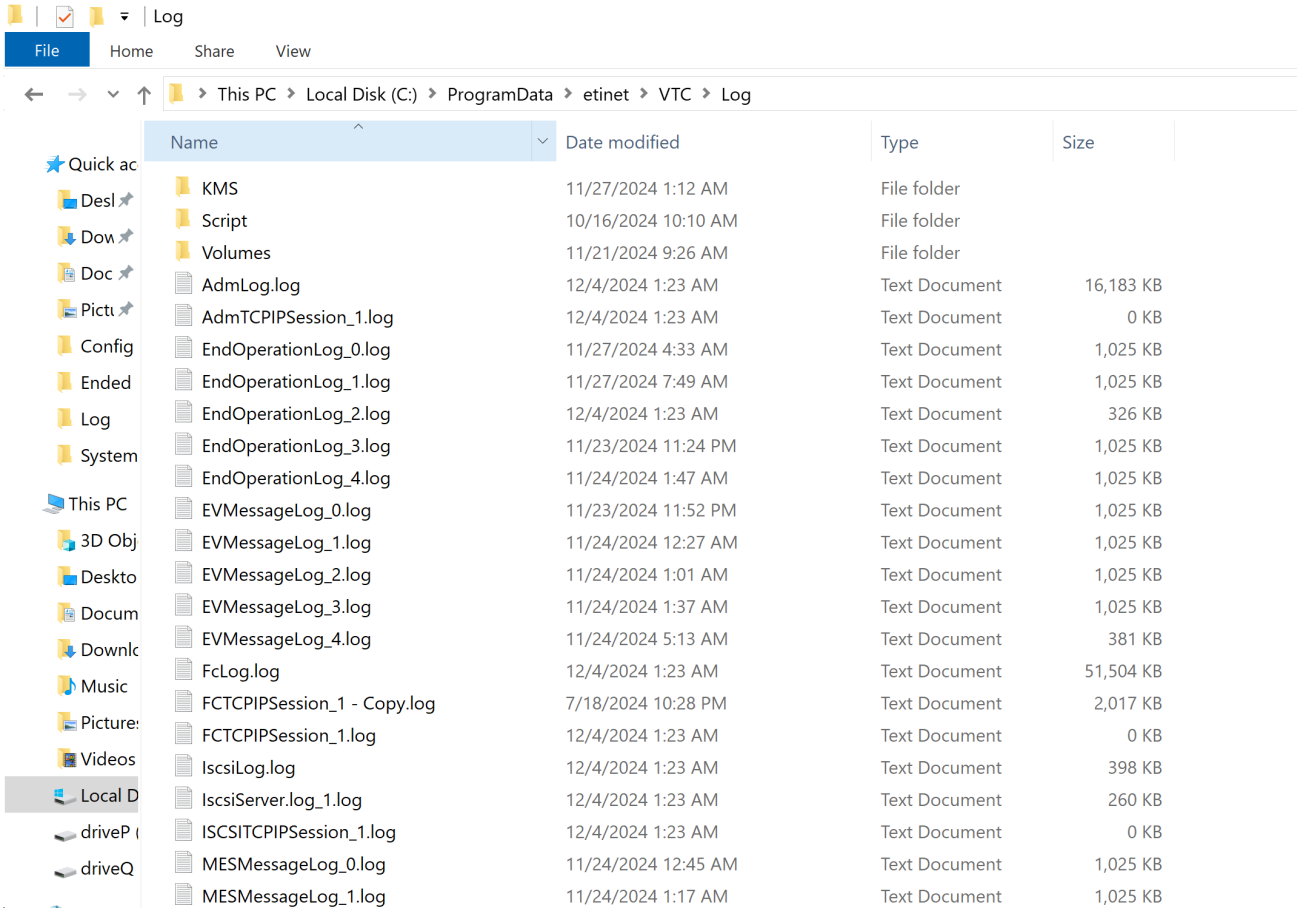


BackBox software records to the following Windows event logs:
The provided message event number corresponds to the message numbers documented in Messages section. Normal operations, such as tape load and tape unload are reported systematically. Important messages, such as errors and device starting/de-activation messages are logged in Windows and forwarded to the BackBox NonStop component for logging in the EMS.
This Event log is managed by Windows; therefore, the old entries are deleted.

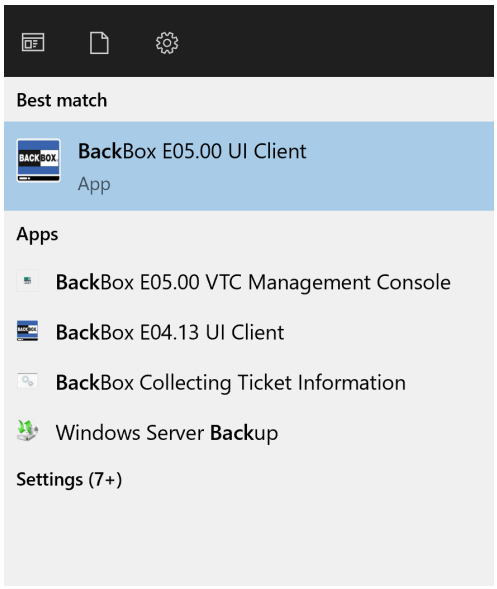
Log Name / Event Logs	Source
Virtual Tape Controller	All VTC services, except for the Script Controller
VTC Script Controller	Only the Script Controller
BackBoxUILog	Only for the UI running locally
Application Log	Windows OS-specific source

VTC Log Files

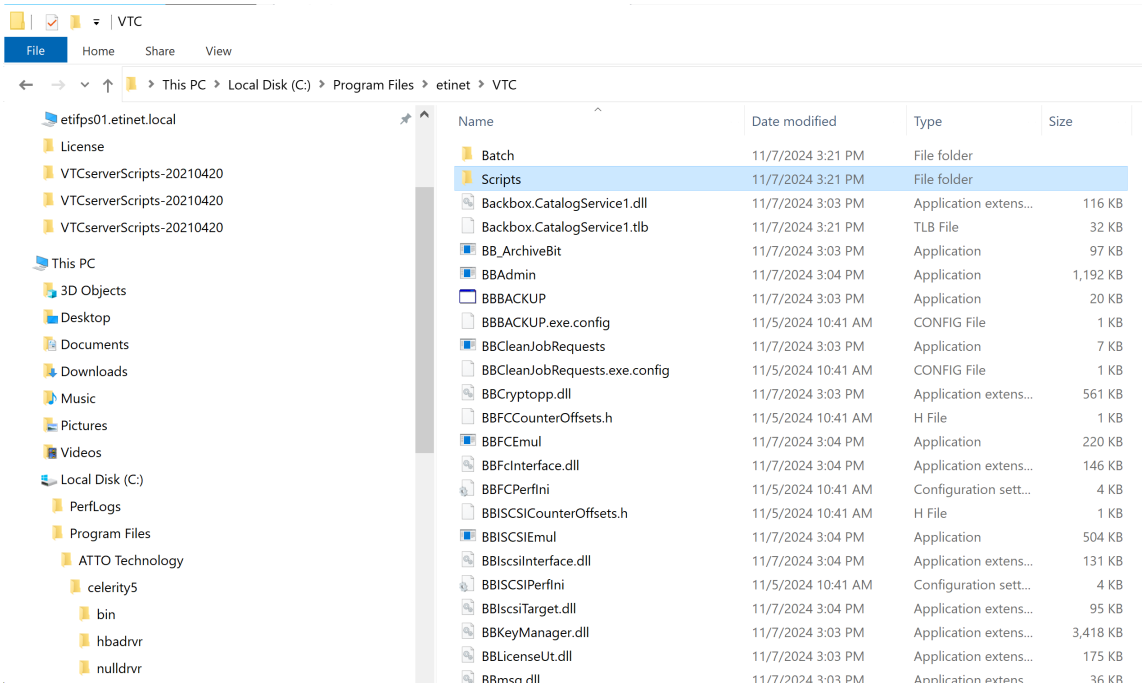
All logs are saved in C:\ProgramData\ETINET\VTC\Log .



In Windows, go to the **Start** panel and type “**BackBox**” in the search field. All related program(s) and folder(s) starting with “**BackBox**” will be listed.



Several logs are internal and only used by technical support.
BackBox users may consult, if needed, the script logs located in the VTC sub-directories **\Script\<data-store-id>**.



AdmLog.log is written by the VTC Admin service. This service is controlled by the VTC Management Console.

For more information refer to BackBox User Guide.

AdmTCP/IPSession_<n>.log
This file logs the TCP/IP connection to the VTC Admin service.
These logs are automatically purged: up to 5 or 10 occurrences of these files of limited size are produced in a round-robin fashion.

EndOperationLog_<n>.log
This file forwards tape unload messages to the Domain Manager on the NonStop.
These logs are automatically purged: up to 5 or 10 occurrences of these files of limited size are produced in a round-robin fashion.

EVMessageLog_<n>.log
This file forwards local messages to the NonStop EMS.
These logs are automatically purged: up to 5 or 10 occurrences of these files of limited size are produced in a round-robin fashion.

FCLog.log is written by the VTC Emulator (FC) service
All Emulator service start- ups and every severe errors, although logged in this log, are not purged automatically.

⚠	Detailed tracing (higher than level 1) must not be kept enabled for longer periods of time.

Additional entries are written if VTC tracing is enabled through the BackBox UI, by modifying the **Advanced** Properties of the BackBox configuration.

To enable the traces:

1. Set the Trace Level to 16 > Update > Save the configuration.
2. Run the tape application on NonStop.
3. Set the Trace Level to "0" > Update > Save the configuration.

⚠	This trace control works correctly only when a BackBox receives activity (load requests) from a single BackBox domain. This may require stopping EMS Extractors of domains sharing the same VTC, but which have a different trace setting for the VTC.

It is also possible to control the trace level using the VTC Management Console.
FCTCPIPSession_<n>.log

This file logs the TCP/IP connection to the VTC Emulator (FC) service.
These logs are automatically purged: up to 5 or 10 occurrences of these files of limited size are produced in a round-robin fashion.

- Installation.log is written by the BackBox SETUP.EXE installer.
- LB<label>.log is written by the various services accessing the storage of virtual volumes.

A file is written per labeled virtual volume.
For “unlabeled volumes”, the file name is NL<pseudo-label>.log. These logs are written only if the BackBox tracing is enabled in BBSL.OPT and in very specific cases, such as when errors are detected during the checking of the integrity of a tape volume stored through the TSM API. These files are not purged from old entries. Detailed tracing (more than level 1) must not be kept enabled for long periods of time.

- MESMessageLog_<n>.log

This file that forwards local messages to the NonStop EM is a complement to EVMessageLog_<n>.
These logs are automatically purged: up to 5 or 10 occurrences of these files of limited size are produced in a round-robin fashion.

- ScriptControllerBackupNskSession_<n>.log

This file forwards local messages to the NonStop EMS and is a complement to EVMessageLog_<n>. ScriptControllerLog_<n>.log
This file provides messages written by the Script controller handling BACKUP requests.
ScriptControllerLogR_<n>.log
This file provides messages written by the Script controller handling RESTORE requests.

- ScriptControllerRestoreNskSession_<n>.log

This file forwards local messages to the NonStop EMS and is a complement to EVMessageLog_<n>.
\Script\<data-store-id>\ sub-directories
Each executed Windows script leaves its output in a file located in a sub directory named according to the Data Store ID of the involved virtual volume: \Script\DataStoreId\.
The log file is named according to the executed script with a suffix from #1 to #1000, in order to re-use the same files and avoid cleanup tasks.
These logs contain the messages output by the Enterprise Backup clients run by the scripts.

Example:
C:\ProgramData\ETINET\VTC\Log\\Script\WIN1\ ADMIN_BACKUP.CMD#1#EMULFC_BACKUP.CMD#1#
EMULFC_BACKUP.CMD#2# EMULFC_RESTORE.CMD#1#
C:
\ProgramData\ETINET\VTC\Log\Scr
ipt\WIN2\
EMULFC_BACKUP.CMD#1#
EMULFC_BACKUP.CMD#2#
EMULFC_RESTORE.CMD#1#

TSM API Log and Traces

For the BackBox used in conduit mode with the IBM Tivoli Storage Manager API, consult the appropriate documentation.
C:\ProgramData\ETINET\VTC\Log\DSIERRORLB<label>.log
It is the TSM API log for operations related to the tape volume <label>. These logs are always created and left empty if there is no error.

TSM API Trace

The TSM API can produce very detailed traces. If directed to the WINDOWS system disk, these traces can be larger than the data processed and can make the server crash.
The level of trace and the trace file is controlled by the DSM.OPT file used for tape emulation. The setting is dynamic; each load request will initiate a new session with the TSM API.
In the distributed sample DSM.OPT, these commented options control the trace:

```
*TRACEFLAG INSTR_API GENERAL
*TRACEFLAG ALL,-NLS
*TRACEFILE d:\trace\dsmtrace1.txt
```

Remove the ‘*’
`TRACEFLAG INSTR_API GENERAL` will produce less traces than `ALL,-NLS`.

Logs in the Workstation

The UI sends occasional messages to the Windows Event logging facility and saves them in a log named BackBoxUILog or BackBoxUI Events.
It also keeps a log of all exchanges between the UI and a Domain. The files are located in C:\ProgrammData\ETINET\UI\Log and are named following this convention: TCPIP Session_ DOMAINENAME#.log, where DOMAINENAME# is a domain name with which the UI communicates, and the # represents a sequential file number (from 1 to 5).

Case Information for Product Support

To document a case for Product Support certain tools are used to collect the necessary information. These tools must be executed in each system in order to produce a set of (one or more) files.

- The information must always be collected from the NonStop hosting the BackBox Domain.
- If the tape application was running on a peripheral NonStop system, the information must be collected from this system as well.
- For issues with tape emulation or storage, the information must be collected on the VTC involved. All files produced using these tools must be sent to Product Support.

Collecting Data on the NonStop

In the main NonStop system \NSK1 of the BackBox domain: `VOLUME <domain-installation-subvol> LOAD /KEEP 1/ BBSETUP MACROS`

```
BB000_COLLECT TARGET <domain-trace-subvol> [,TIME
<time-of-incident>]
            [, COLLECTOR
            $process] [,
            LISTALL yes|no]]
```

Parameters:

TARGET Subvol
Required sub-volume where the files will be created. It is recommended to specify the trace sub- volume configured in the BackBox domain

[TIME <yyyy-mm-dd [hh:mn[:ss]]>]
This is optional; it shows the time of an incident that will be used as a basis from which to extract EMS messages. The messages produced from 24 hours before this time and up to one hour after will be extracted. The current time is used as a default value.
00:00:00 is the default when a date is specified without time of day.

[COLLECTOR process]
Optional; it is the EMS collector process name from which the messages will be extracted.
$0 is used as default value.

[LISTALL yes|no]
LISTALL YES produces the list of the PAK content (i.e. send the LISTALL parameter to the BACKUP pro- gram).
NO is used as the default value.

In a peripheral NonStop system \NSK2 of the BackBox domain:

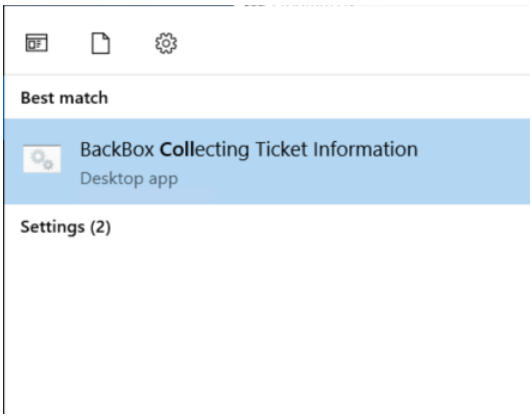
```
VOLUME <event-extractor-installation-subvol>
LOAD /KEEP 1/ \NSK1.<domain-installation-subvol>.BBSETUP LOAD /KEEP 1/
\NSK1.<domain-installation-subvol>.MACROS
BB000_COLLECT TARGET \NSK1.<domain-trace-subvol>, & TIME <time-of-incident>
```

On each NonStop, BB000_COLLECT must be executed in the sub-volume where a program BBEXT is located. The macro will output the name of two files to send:

```
----> Two files to pick up:
----> binary file \ETINIUM.$DATA05.BPAKTRC.COL222P
----> text file \ETINIUM.$DATA05.BPAKTRC.COL222A
```

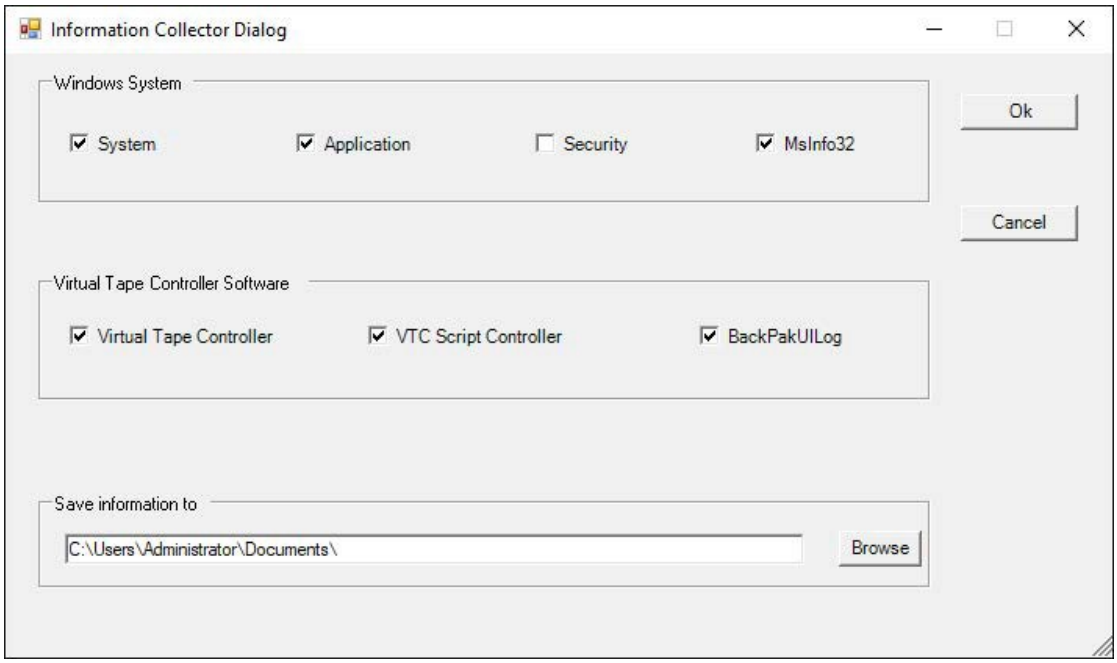
Collecting Data on the VTC

To start the collecting process on a VTC system, use the BackBox Collecting Ticket Information option available via the start button.



Use the search option in the **Start** panel, type BackBox and select the collecting option.

The collected data can be specified in a dialog window presented for verification and confirmation. The default parameters are appropriate for most cases.



Windows System Frame

System System Windows Event Log Application Application Windows Event Log Security Security Windows Event Log
MsInfo32 Report produced by Microsoft tool msinfo32.exe

Virtual Tape Controller Software Frame

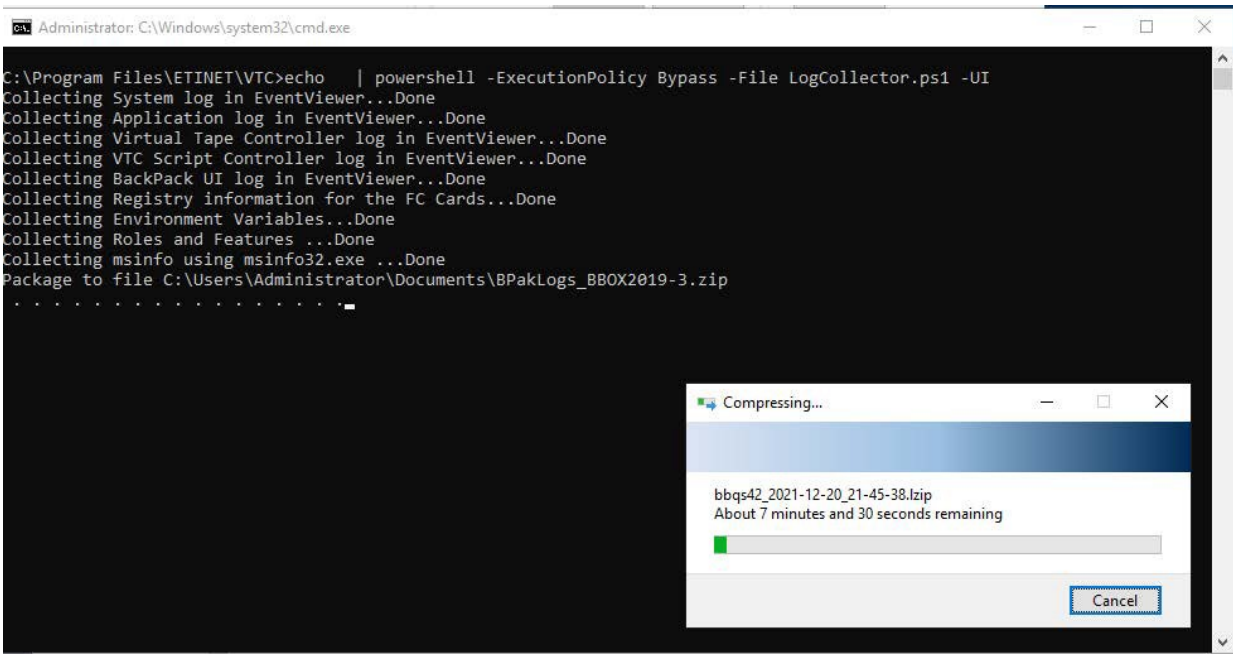
Virtual Tape Controller VTC Event Log
VTC Script Controller VTC Script Controller Event Log
BackBoxUIlog BackBox UI Client Event Log, all files in C:\ProgramData\ETINET\UI\Log

Save Information to Frame

Directory Where the Zip File Will Be Created
The file name is auto-generated by the log collection tool.

> ⚠ The location should not be the same as the one used for the BackBox configuration and logs (by default, BackBox saves its configuration files and logs them under the current logged user Documents folder).

A PowerShell log is displayed along with the collection of the various data elements. MSiNfo32 can require several minutes.


Administrator: C:\Windows\system32\cmd.exe
C:\Program Files\ETINET\VTC>echo | powershell -ExecutionPolicy Bypass -File LogCollector.ps1 -UI
Collecting System log in EventViewer...Done
Collecting Application log in EventViewer...Done
Collecting Virtual Tape Controller log in EventViewer...Done
Collecting VTC Script Controller log in EventViewer...Done
Collecting BackPack UI log in EventViewer...Done
Collecting Registry information for the FC Cards...Done
Collecting Environment Variables...Done
Collecting Roles and Features ...Done
Collecting msinfo using msinfo32.exe ...Done
Package to file C:\Users\Administrator\Documents\BPakLogs_BBOX2019-3.zip
Compressing...
bbqs42_2021-12-20_21-45-38.lzip
About 7 minutes and 30 seconds remaining
Cancel

MESSAGES

EMS is the console for the HPE NonStop tape system. EMS serves as well as:

- console for BackBox NonStop components
- partial logs duplicate system of the BackBox MS-Windows components

This manual lists the messages that can be logged in the EMS or displayed by the Web user interface. Messages are displayed with a prefix that identifies the message origin, the message number, and a letter reporting the event severity:
I Information / Normal completion W Warning
E Error
F Fatal error
A Program ABEND
In addition, the important messages are highlighted as Alert messages.

⚠	The severity is just an indication of the result of an elementary action and it might not be significant for the message meaning. For example, a failed tape load is not critical if the load is automatically retried successfully a short time afterwards.But a warning reporting a low storage space condition may prove to be critical.

The Alert Messages can be chosen by Configuration, by Domain Page, or by Alert Window. Alert Messages are chosen by selecting the highlighted messages.
In addition, the Alert Window can duplicate all the Alert Messages with the single message number 3171 for selection and action, such as email by a tier-party software monitoring the EMS.

Origin	Message Prefix
VT Controller	[VTC]-[domain]-[severity][msgNumber]
Domain Manager	[domain]-[severity][msgNumber]
EMS Extractor	[$processName]-[severity][msgNumber]

Where:

[VTC] is the VT Controller ID,
[domain] is the Domain ID
[severity] is the severity letter I,W,E,F or A
[$process name] is the EMS Extractor process name
[msgNumber] is the message number from 1 to 5 digits

Below are samples for the three formats of message prefix, involving the domain BBOX, the VTC BB1, and the EMS extractor process $BBEXT:

```
BBOX-BB1-I103 Service started (VTC Virtual Tape Devices)

BBOX- W3186 Automatic unload of volume ZXE042 that was loaded since 2016- 04-21
 11:48:53 on \ETINIUM.$VX31301 that is free. Application process
\ETINIUM.0,232 started on 11:48:34 is no longer running.
$BBEXT-E3007 MountId: \MONT.974. No available virtual device to mount
LMW108. W3125 Error communicating with VT Controller(s): HAPPY.
```

Technical interface to EMS messages

All messages are identified with the EMS and with the following attributes:

- Subsystem owner = ETINET
- Subsystem number = 100
- Subsystem version = 100
- Message number = as documented in the column 'Number' of the table of messages building this document.

There is no EMS token beyond the identification of messages.
The BackBox distribution set contains a filter for the HPE EMS distributor filter to extract all tape related messages from HPE tape subsystems and from the ETI-NET BackBox. This filter is used in an OBEY file and a macro file: OBEY OEMS Extraction of tape related

messages to a disk file.
RUN OEMS2 Extraction of tape related messages to the home terminal of a TACL session.

BackBox Messages

In the table below are listed all the error messages, identified by an event message number and a descriptive text.
The Explanation and the Action columns are for user's reference only.

Event Message Number	Message	Explanation	Action/Comment
1	%1.	An error occurred in the VT Controller during the Read/Write to a virtual volume.	TSM DataStore: Refer to the IBM Tivoli Messages manual. Windows file DataStore: Refer to the Microsoft documentation.
103	Service started (VTC Admin).	The service implementing the administrative service in the VT Controller has started.	None
104	Service stopped (%1).	A service stopped in the VT Controller.	None.
106	Could not initialize WinSock DLL, error % 1.	Internal error at service start-up in a VT Controller.	Contact Product Support.
107	Service handler is not installed	Internal error at service start-up in a VT Controller	Contact Product Support.
108	Service is not installed:%1, %2 (%3)	Internal error at service installation in a VT Controller.	Contact Product Support.
109	Service is not updated: %1 (%2).	Internal error at Windows service installation in a VT Controller.	Contact Product Support.
110	Access Service error: %1 (%2).	Internal error at Windows service installation in a VT Controller.	Contact Product Support.
111	Service RegKey error: %1 (%2).	Internal error at Windows service installation in a VT Controller.	Contact Product Support.
112	Service cannot start. There is no %1 target mode adapter found on the server.	Warning message indicating that the SCSI (or FC) service cannot start because no corresponding SCSI (or FC) hardware/driver was found on the server.	None, if the server doesn't currently have the hardware corresponding to the service that cannot start. (The service should ideally not be configured for Automatic start-up in Windows). If the hardware is present and the corresponding service cannot start, refer to the Installation Guide to review hardware and the driver installation step.
113	Error while initializing performance counters: %1 (%2) - %3.	The internal performance monitoring is not functional. Other functionality is not affected.	Search for other error messages in the Windows Event Logs.
114	Error starting service %1: (%2) - %3.	Internal error occurring while starting the service specified in %1 position.	Search the code (%2) in this document for appropriate

Event Message Number	Message	Explanation	Action/Comment
			explanation and action.
115	%1 target mode adapter installation does not conform to server model specification.	Technician installed Atto HBA in wrong PCIe slot.	Technician needs to re-install HBA in accordance with installation Field specification manual.
116	Catch an unhandled exception in initialization of %1. %1 may not be available until VTC server restart is complete.	Internal error occurring while starting the service after a software upgrade. Feature specified in %1 position will not be available until the server restarts.	Schedule a restart of the server as-soon-as possible.
117	Only HOST, FC or EXTERN port types are allowed in VTR con- figuration.	VTR limitation.	Start the VTC Management Console and modify port type that is not in compliance with the VTR.
118	Maximum of 2 FC port types are supported in VTR con- figuration.	VTR limitation.	Start the VTC Management Console and disable unused ports by setting them to the HOST type.
119	Maximum of 8 virtual tape devices are supported in VTR configuration.	VTR limitation.	Start the VTC Management Console and modify number of virtual devices to reach maximum support.
120	Maximum of 1 Domain is sup- ported in VTR configuration.	VTR limitation.	Start the VTC Management Console and modify number of Domain addresses to reach maximum support.
999	Error code: %1, Reason: %2, Other information: % 3.	Technical information about an error returned by the Windows operating system.	Search for other error messages in the Windows Event Logs.
1001	Guardian error %1 from %2 %3.	A Guardian procedure call failed.	Refer to the Guardian Procedure Errors and Messages Manual.
1002	AWAITIOX completes with error %1, %2 tag %3.	Guardian AWAITIOX procedure call failed.	Refer to the Guardian Procedure Errors and Messages Manual.
1003	AWAITIOX completes with warning %1, %2 tag %3.	Guardian AWAITIOX procedure call ended with a warning.	Refer to the Guardian Procedure Errors and Messages Manual.
1004	Abort in %1 %2, error code %3 %4.	Severe internal error.	Refer to the Guardian Procedure Errors and Messages Manual.
1005	No memory available for %1.	Memory allocation failed.	Contact Product Support.
1006	Unexpected tag %1.	Internal error.	Contact Product Support.
1007	Guardian Error %1 detail %2 from %3 %4.	A Guardian procedure call failed.	Refer to the Guardian Procedure Errors and Messages Manual.

Event Message Number	Message	Explanation	Action/Comment
1008	Internal limit %ld reached for %s. %s".	A program limitation has been reached.	Contact Product Support.
1009	Missing tag %s in %s.	An XML tag is missing in a transaction.	Contact Product Support.
1101	Warning: trace file %1 unavailable, error no: %2.	Error accessing the Domain Manager trace file.	Refer to the Guardian Procedure Errors and Messages Manual.
1102	Unable to open |read| write file %s '%s' error %ld.	Error accessing a standard C/stream file.	Refer to the Guardian Procedure Errors and Messages Manual.
1103	BB000_ COLLECT produced the binary file %s and textfile %s.	Information reporting the result of BB000_ COLLECT macro initiated through the BackBox UI.	Note the file's name to send to Product Support along with the error code number.
1104	BB000_ COLLECT failed. %s file name not found in the output file %s. Browse the Utilities log file configured in the domain page (currently %s).	Error while executing the BB000_ COLLECT macro initiated through the BackBox UI.	The cause of error must be searched in the execution output. The execution output is specified in the domain con- figuration as **Log Output** with the default value $NULL.
1105	BB000_ COLLECT can only be run from TACL prompt on the Peripheral node %s where the EMS Extractor did not yet run successfully.	For a peripheral node, the BB000_ COLLECT macro can- not be initiated through the BackBox UI until BBEXT has been run.	Execute BB000_COLLECT at TACL prompt when the default subvol is the installation subvol in the peripheral node.
1106	%s %s version %s (serial %sxx.xx) is incompatible with Domain Manager version %s	Components were installed from products that do not have the same distribution channel	Complete the installation of a single package.
1501	*** SQLCA display of SQL statement at: BBDBM_ Get_ Tapefile_fileid.#2.616 of process \MONT.$ZORC. *** ERROR from SQL [6008]: Statistics or partitions for a table were not available, so the access path chosen might not be the best avail- able. *** ERROR from SQL [-3015]: Syntax error	Error messages generated by SQL	Refer to the HPE NonStop SQL/MP Messages Manual. Some messages can be solved by the user, as in the message [6008] (example shown opposite).
1502	SQLCA struct version %d, error nbr=%d, SQLCA over- flow=% d, %s, %ld, %d	Possible complement to messages 1501 above	See message 1501.
1508	SQLCAGETINFOLIST error %d item %d	Error retrieving SQL info to produce message 1502	Use as a complement to message 1501.

Event Message Number	Message	Explanation	Action/Comment
2001	Idle session terminates.	TCP/IP session started but did not receive a command.	None, if no other symptoms appear
2002	Timeout during processing state.	No reply from a Guardian or a VT Controller service before the configured Processing Timeout value.	Verify if the NonStop operating system and the tape subsystem ($ZSVR, MEDIASRV, TMFSRV) are operating normally. Contact Product Support, if the timeout cannot be explained.
2003	Config file %1 unavailable.	The BBSVCFG file is not avail- able.	Check that the file created is not locked by an application outside of the Domain Manager. Check the Guardian User ID in session has authorized to access this file.
2499	Invalid XML attribute: %s in %s.	Error parsing an XML syntax.	Contact Product Support.
2500	XML attribute %s not found in %s.	Error parsing an XML syntax.	Contact Product Support.
2501	XML parse error in %1 line %2 col %3: '%4'.	An XML syntax error is detected at the specified location.	Manual editing of XML syntax: Fix the syntax. BBSVCFG updated by the Domain Manager: Contact Product Support.
2502	Unknown element name %1 in %2	An XML tag is not known by the Domain Manager	Verify if all components of the domain are at the same version: BBSV, BBEXT on NonStop, BackBox UI, VTC services. Manual editing of XML syntax: Fix the syntax. BBSVCFG updated by the Domain Manager: Contact Product Support.
2503	Invalid %1 in %2: %3	Invalid content for an XML tag	Manual editing of XML syntax: Fix the syntax. BBSVCFG updated by the Domain Manager: Contact Product Support.
2506	End tag %1 does not match start tag %2 in %3.	Invalid XML syntax. Most often a consequence of a previous error.	Manual editing of XML syntax: Fix the syntax. BBSVCFG updated by the Domain Manager: Contact Product Support.
2507	Unexpected element name %1 as root in %2.	An XML document name is unknown.	Contact Product Support.

Event Message Number	Message	Explanation	Action/Comment
2508	Config file %s not available for rewrite, error: %ld.	Guardian error when accessing the configuration file BBSVCFG for update.	Check the error code, the file definition and the security attributes.
2509	Cannot save the current con- fig file in the backup file %s, error: %ld.	Guardian error when saving the previous version of BBSVCFG.	Check the error code, the file BBSVCFGO definition and the security attributes.
2510	Cannot re-open config file %s for backup, error: %ld.	Guardian error when saving the previous version of BBSVCFG.	Contact Product Support.
2511	Config file updated. Backup in %s.	The Domain configuration file BBSVCFG has been updated.	None.
2512	EXPAT %s error %ld.	Internal parsing XML syntax.	Contact Product Support.
2601	Maximum number of TCP/IP output buffers exceeded %1.	Internal buffers for the socket reply are insufficient.	Contact Product Support.
2602	Out of memory to allocate output buffer.	Internal buffers for the socket reply, are insufficient.	Contact Product Support.
2603	Socket error %1 on % 2.	TCP/IP error.	Refer to the HPE NonStop TCP/IP Programming Manual Socket errors.
2604	Socket error %1 on completion of %2	TCP/IP error.	Refer to the HPE NonStop TCP/IP Programming Manual Socket errors.
2605	Program parameter missing: accept address	The Domain Manager does not receive the expected parameter from the LISTNER.	Contact Product Support.
2606	TCP accept address '% 1' should contain a dot	The Domain Manager does not receive the expected parameter from the LISTNER.	Contact Product Support.
2607	TCP accept address '% 1' should be numeric	The Domain Manager does not receive the expected parameter from the LISTNER.	Contact Product Support.
2608	TCP accept address '% 1' rejected by inet_addr()	The Domain Manager does not receive the expected parameter from the LISTNER.	Contact Product Support.
2609	Inbound socket closed when processing %1	The TCP/IP client closed the session before receiving the reply. Might be caused by a Web browser session abruptly closed.	None, if no other symptom shows up.
2610	Unable to solve TCP/IP address name %s, get host by name() error %d	The TCP/IP configuration in use does not resolve the address name.	Check the spelling of the address name. Check the configured TCP/IP DEFINEs.
2611	Socket error %1 at connect to address % 2 port %3	Unable to establish a TCP/IP session with the specific address.	Refer to the HPE NonStop TCP/IP Programming Manual. Check spelling of address and port. Check configured TCP/IP DEFINEs.

Event Message Number	Message	Explanation	Action/Comment
2612	Socket error 3504 on socket_nw(), check if the con- figured TCP process name is qualified by an invalid node name.	A socket IO completed abnormally.	Check the TCP/IP setting for =TCPIP^PROCESS^NAME in the domain configuration, VT Controller page.
2613	Invalid data length %u received on socket %s. %s.	Invalid data in the communication stream.	Contact Product Support.
2614	Socket error %d when initiating connection to address %s port %s.	Communication error	Check the TCP/IP connectivity from the NonStop to the specified address.
2615	Unable to solve TCP/IP address name %s, getaddr info() error %ld - %s.	Communication error	Check the TCP/IP connectivity from the Nonstop to the specified address.
2616	Exceeded limitation. %s	A product limitation is exceeded. Limitations vary depending on the VTR product. Number of VTC servers in the configuration exceeds the maximum of 2. The number of NonStop nodes in the configuration exceeds the maximum of 2.	Remove the unauthorized configuration.
2617	Deletion of Volume %s rejected. Volume has not expired according to the original expiry date %s. To delete anyway, specify 'force' in the UI Volume Delete confirmation window.	Safety check prevents deletion of a volume that has become SCRATCH before its upcoming expiry date. Actual test is done on the expiry date in the first tape header HDR1 seen by the VTC during the backup. However, deletion can be legitimate, for example when a user deletes a backup that has become useless by MEDIACOM DELETE TAPEFILE... making a volume SCRATCH in DSM/TC before its anticipated expiration.	This safety check can be bypassed in the UI using the Volume deletion confirmation page. This safety check can be bypassed in the batch macro BB017_FREE_EXPIRED. Update the PARAM BB017IGNORECHECKHDR 1 to 1 in the OBB017. See the BackBoxUser's Manual for details on the Volume Deletion Procedure and Daily Cleanup (OBB017).
2618	MountId: %s. Load %s is rejected. Volume is not expired according the original retention in HDR1 %s. Confirm the volume expiration by deleting it in the UI Volume page, choosing “Force deletion” and “Delete only data”.	Safety check prevents deletion of a volume that has become SCRATCH before its upcoming expiry date. Actual test is done on the expiry date in the first tape header HDR1 seen by the VTC during the backup. However, deletion can be legitimate, for example when a user deletes a backup that has become useless by MEDIACOM DELETE TAPEFILE... making a volume SCRATCH in DSM/TC before its anticipated expiration.	This safety check can be bypassed in the UI using the Volume deletion confirmation page. This safety check can be bypassed in the batch macro BB017_FREE_EXPIRED. Update the PARAM BB017IGNORECHECKHDR 1 to 1 in the OBB017.

Event Message Number	Message	Explanation	Action/Comment
			See the BackBox User's Manual for details on the Volume Deletion Procedure and Daily Cleanup (OBB017).
2619	Deletion of Volume %s rejected. Volume has not expired according to the original expiry date %s. Volume data is in the Cloud-Tier container.	For volumes on a cloud tier container DataStore, BackBox implements a safety check preventing the deletion of a volume that has become SCRATCH before its upcoming expiry date, based on the HDR1. Even though the user executes BB017 with PARAM BB017IGNORECHECKHDR1 set to 1 or the user tries to delete the volume from the BackBox UI, the safety check won't allow the deletion.	None
3001	Volume not found in Back- Box catalog %1 %2.	A volume label to mount or process is not found in the BackBox catalog.	None. Volume is not Managed by BackBox.
3002	Device %s.%s is not managed by the Domain.	A device object of a command is not in the domain configuration.	It should not happen in a stable configuration. Restart the web session or the EMS Extractor.
3003	Invalid device %1 for mounting virtual volume %2	Cannot mount a virtual volume on a real tape device.	Check TAPE DEFINE of the tape application. If specified, both the device and the volume should be either real or virtual.
3004	Invalid volume label %1 to be mounted on a virtual device	Cannot mount a real volume on a virtual tape device.	Check TAPE DEFINE of the tape application. If specified, both the device and the volume should be either real or virtual.
3006	Volume must be specified in %s transaction	An operation cannot be processed because the volume label is missing.	Specify the tape volume. Use TAPECATALOG DEFINE, or specify a particular volume label.
3007	MountId: %1.%2. No free virtual device to mount %3	No free device.	Manual mount: Retry later. Automatic mount: None, the mount will be retried.
3008	MountId: %1.%2. Can not mount %3 on device %4: device not free	Device is not free.	Manual mount: Retry later. Automatic mount: None, the mount will be retried.
3011	MountId: %1.%2. Error %3 loading %4 on %5 %s	An error occurred in the VT Controller.	Fix error according to the text message. If the problem cannot be solved, contact Product Support.
3012	Device %1 unknown by DSM/TC	A Guardian device name in the Domain configuration is unknown by DSM/TC.	Fix the Guardian device name in the Domain Configuration.

Event Message Number	Message	Explanation	Action/Comment
3013	No virtual device defined in node %1 to mount %2	A mount command is received for a Guardian node that has no virtual device.	Check the Domain Configuration. Do not run BBEXT on a Guardian node that has no virtual device.
3015	VT Controller %1 in drive %2 definition is unknown	Referential integrity error in the Domain Configuration.	Contact Product Support.
3016	MountId: %1.%2. Volume %3 %4 is not defined for automatic load	Automatic load is rejected because the volume was created with the attribute "No automatic load".	Issue a manual mount.
3018	DataStore %1 recorded for volume %2-%3 is unknown	The DataStore where a volume was stored is no longer defined in the Domain Configuration.	Define the DataStore in the Domain Configuration.
3019	Duplicate routes for DataStore %1, VT Controller = %2	Error in the Domain configuration.	Contact Product Support.
3020	DataStore Id '%1' is unknown	Error in the Domain Configuration.	Contact Product Support.
3021	MountId: %s. No active VTC is a route between the NSK node and the DataStore %s for mounting %s	The Domain Configuration does not contain an active VT Controller route to access the named DataStore.	Configure or activate a VTC that: • has a tape device connected to the NSK node where to mount the volume • is a route to the DataStore where the volume was created.
3022	MountId: %s. MountId for volume %s is no longer pending.	The tape mount id associated with a load request is not in the list of pending mounts in MEDIACOM.	Check if the application is still running.
3023	MountId: %1.%2. % 3(label) loaded on % 4(device). %5.	A mount request was successfully executed.	None.
3024	Invalid user name or pass- word	A Guardian log on procedure failed.	Check Guardian user name and password.
3025	Add volume %1 label Type %2 in pool %3 catalog %4 rejected by MEDIASRV code % 5.	An error occurred while updating a DSM/TC catalog.	Refer to the DSM/TC Management Programming HPE NonStop manual.
3026	Must be logged SUPER group to execute this command	An error occurred while updating a DSM/TC or TMF catalog.	Sign off using a Guardian User ID on the BackBox UI.
3027	Adding volume %1 in pool %2 of catalog %3 is rejected by DSM/TC	An error occurred while updating a DSM/TC catalog. No error code supplied.	Try to use MEDIACOM to catalog the virtual volume.
3028	VT Controller %1 is unknown	Referential integrity error in the Domain Configuration.	Contact Product Support.
3029	Volume %1 not added in DSM/TC catalog – invalid volume catalog %2	Invalid volume catalog name in the Domain Configuration.	Fix the configuration of Volume Group.
3030	Volume %1 not added in DSM/TC catalog–	Invalid pool name in the Domain Configuration.	Fix the configuration of the Volume Group or

Event Message Number	Message	Explanation	Action/Comment
	invalid pool %2		create the missing pool using MEDIACOM.
3031	Drive %1 declared invalid by MEDIASRV	Invalid Guardian device name in the Domain Configuration.	Fix the Guardian device name or Guardian node name in the VT Controller definition.
3032	Volume group %1 is unknown	Requested volume group is unknown in the Domain Configuration.	Contact Product Support.
3033	Info volume %1 label Type %2 in pool %3 catalog %4 rejected by MEDIASRV code %5	An error occurred while accessing a DSM/TC catalog.	Refer to DSM/TC Management Programming HPE NonStop manual.
3034	No available route to DataStore %1	There is no VT Controller defined as a route to the specified DataStore, when creating or deleting a volume.	Define a route to the DataStore in the Domain configuration.
3035	Numeric suffix in '%1' not sufficient to compute %2 labels	When requesting the creation of a number of volumes, the label of the 1st volume does not allow all the requested labels to be created.	Reduce the number of volumes to create or use more numeric characters at the end of the 1st label to be created.
3036	Unable to create %1 volumes starting at label %2: %3-%4 already exists in domain catalog	One of the volume labels to be created already exists in the catalog of virtual volumes.	Specify a series of labels that are not already registered as virtual volumes.
3037	Invalid DataStore Id % 1 in volume group %2	Referential integrity error in the Domain Configuration.	Contact Product Support.
3038	Volume %1 not added in DSM/TC catalog – already exists with label type %2 and status %3 in pool %4 of volcat %5	The creation of volumes that must also be in DSM/TC stops because a volume is already cataloged with a status other than SCRATCH.	Check the status of the volume in DSM/TC. Create volumes with different labels.
3039	TMF tapemedia %1 already exists on node %2 with incompatible status or medium (not SCRATCH or not TAPE)	The creation of volumes that must also be cataloged in TMF stops, because a volume is already cataloged with a status other than SCRATCH.	Check the status of the tape media in TMF. Create volumes with different labels.
3040	TMF is not configured on node %1	The Domain Configuration specifies a TMF catalog on a Guardian Node that is not configured for TMF.	Check the TMF Guardian Node in the Volume Group configuration.
3041	Add TMF media %1 on node %2 is rejected by TMFSERVE code %3	The cataloging of volumes in TMF catalog is rejected by TMF.	Refer to the TMF Management Programming HPE NonStop Manual.
3042	Cannot start SPI %1 on node %2. Error %3	The Guardian node name of the Guardian tape catalog DSM/TC or TMF, is rejected by the NODENAME_ TO_ NODENUMBER_ Proc call.	Fix the Volume Group definition in the Domain Configuration. Check the node's name in the TMF Guardian node, or in DSM/TC Volcat that must be

Event Message Number	Message	Explanation	Action/Comment
			qualified by a Guardian node.
3043	Info TMF media %1 on node %2 is rejected by TMFSERVE code %3	Access to the TMF catalog is rejected.	Refer to the TMF Management Programming HPE NonStop Manual.
3044	Cannot communicate with node %1 to start SPI %2	Access to the remote node is rejected by Expand.	Refer to the Guardian Procedure Errors and Messages Manual.
3045	Invalid configuration for Domain Manager %1	The Domain Configuration is invalid.	Contact Product Support.
3045	The volume group %1 allows only TMF label type	A Volume Group is defined for cataloging as TMF, but the label type to create is not TMF-type.	Modify the configuration of the Volume Group or create TMF label type.
3047	Volumes in the volume group %s are cataloged in DSM/TC or other tape catalog, only labeled volumes are allowed	A Volume Group is defined for cataloging as DSM/TC, but the label type to create is Unlabeled.	Modify the configuration of the Volume Group or create volume label type: ANSI or BACKUP.
3048	Delete volume %1 in pool %2 catalog %3 rejected by MEDIASRV code %4	An error occurred while accessing a DSM/TC catalog.	Refer to the DSM/TC Management Programming HPE NonStop Manual.
3049	Delete volume %1 in pool %2 catalog %3 failed	An error occurred while accessing a DSM/TC catalog. No error code was supplied.	Try to uncatalog the volume with a manual command in MEDIACOM.
3050	Delete media %1 in TMF catalog on node %2 rejected by TMFSERVE code %3	An error occurred while accessing a TMF catalog.	Refer to the TMF Management Programming HPE NonStop Manual.
3052	Uncommitted transaction is aborted	A TMF transaction did not end normally.	Verify the results of the latest operation.
3053	%s SPI return-code % d in %s. %s	An error code is returned by an SPI program.	Refer to the TMF Management Programming, or DSM/TC Management Programming HPE NonStop Manual.
3054	Volume group assigned to volume % s is unknown (%s)	There is a discrepancy between the VT Controller Catalog File (VOLUME) and the Configuration File (BBSVCFG).	Use the Web UI to recreate the Volume Group entry in the configuration.
3055	Invalid action %s in service %s	Internal error.	Contact Product Support.
3056	Volume unloaded from device %s.%s. % s. A warning can be associated: "Automatic UNLOAD on volume %s was performed. Virtual device %s is now deactivated."	Feedback for successful load.	None, unless a warning is issued. The unload has been initiated by the Domain Manager to free a device that appears to be dysfunctional. Check if the device is back to normal state – see message 5065.

Event Message Number	Message	Explanation	Action/Comment
3057	Error compiling regular expression %s for %s pattern %s. %s	Internal error.	Contact Product Support.
3058	Update of %s rejected because it has been changed in parallel by %s at %s	In the Web UI, the updated data was modified by another user since the data was read.	Restart the operation to check if the new data is still compatible with your targeted modification.
3059	Error for volume %s. The volume group %s allows only TMF label type	Creating TMF volumes in a Volume Group from TMF is forbidden.	Reserve TMF Volume Groups for TMF volumes.
3060	Error for volume %s. The volume group %s catalogs in DSM/TC and allows only labeled volumes	It is not possible to create Unlabeled Tapes in a Volume Group defined for tape cataloging with DSM/TC.	Use specific Volume Groups that do not catalog the volumes to be created as Unlabeled Volumes.
3061	The status of TMF tapemedia %s on node %s must be SCRATCH or BAD and its medium must be TAPE to allow deletion.	It is not possible to delete a volume that contains a dump according to the TMF catalog.	Correct the volume label to be deleted. If it is necessary to destroy an active TMF dump, use TMFCOM to uncatalog the volume before the dump or delete the tape media.
3062	MountId: %s.%Id. The volume label must be specified	Internal error.	Contact Product Support.
3063	Invalid time stamp in %s. %s	Internal error.	Contact Product Support.
3064	Incomplete %s reply from %s.	Internal error or broken communication.	If the problem persists, contact Product Support.
3065	Version %d not supported for document %s	There is a version mismatch between ETI- NET product components.	Verify the version of installed components.
3066	The volume group %s does not allow TMF label type	TMF volumes can be created only in a Volume Group that asks for media cataloging in a TMF Catalog.	Use specific Volume Groups for TMF Tapes, when a Guardian Node is specified for TMF Cataloging.
3067	Invalid store type %d for store %s or volume %s	A discrepancy occurred between the VOLUME file and the configuration file.	Modify the Domain Configuration to allow the operation to complete.
3068	DSM/TC Catalog status for volume %s not (yet) appropriate. LabelType %s, lbMethod %d, defineClass %d, catalogStatus %d	Unexpected status reported by MEDIASRV.	Contact Product Support.
3069	MountId: %s.%Id. Tape label mismatch, label in received request: %s, in pending mount: %s	Internal error.	Contact Product Support. Set the Volume Group to Auto-Scratch False to bypass.

Event Message Number	Message	Explanation	Action/Comment
3070	Info pool %s catalog %s rejected by MEDIASRV code %d. %s	Error querying a pool.	Check the error explanation returned by MEDIASRV and included in the message. Refer to the DSM/TC Management Programming HPE NonStop Manual.
3071	Errors while analyzing the scratch status of virtual volume %s. LabelType %s, IbMethod %d, defineClass %d. Auto- scratch not executed	Internal error disabling the auto-scratch feature.	Contact Product Support.
3072	Virtual volume %s requested in DSMTC volcat:%s pool:%s, associated with volume group %s defined with volcat:%s and pool:%s. Check configuration.	The catalog location of a volume that is being loaded is not the same in DSM/TC as in the Domain Configuration.	Update the Volume Group configuration or re-catalog the volume(s) in DSM/TC to have the Domain Configuration fit the DSM/TC catalog.
3073	MountId: %1.%2. %3(label) loading on %4(device). %5	A mount request was successfully initiated. If the DataStore is configured with scripting, the execution of the restore script might delay the completion of the mount.	None.
3074	Obsolete configuration tag '%s' in %s	The Domain Configuration contains obsolete para- meters that block regular operations.	Use the Web UI to edit the configuration, check the interpreted configuration parameters and save the configuration with the new format.
3075	Incompatible tags '%s' and '%s' in %s	An error is detected in the Domain Configuration.	Use the Web Interface to modify the configuration.
3076	Obsolete configuration tag '%s' converted in %s - check the conversion.	When reading the Domain Configuration by the Web User Interface, obsolete parameters are interpreted to be presented to the user.	Verify the parameters and update the configuration in the new format through BackBox UI.
3077	The disk pool is missing in the configuration of DataStore %s.	An error is detected in the Domain Configuration.	Use the Web User Interface to modify the configuration.
3078	The password update of TSM node %s by %s at %s is not registered because of a newer update by %s at %s.	Updates of the TSM Node Password are not sorted by the Domain Manager in chronological order.	If connections to the TSM server are rejected for authentication error, use the Web User Interface to reset the password in the Domain Configuration. If required, set a new pass- word in both the TSM server and the BackBox Configuration.

Event Message Number	Message	Explanation	Action/Comment
3079	Unable to register the update of TSM node %s pass- word by %s at %s	Error prohibits the registration of a new TSM Pass- word in the Domain Configuration.	Fix any error logged in the previous minutes, re-enter the password in the Domain Configuration.
3080	TSM Password is missing for store %s.	The Domain Configuration contains an incomplete TSM DataStore Definition.	Enter the TSM node and password in the configuration of the DataStore.
3081	Sign on is required to load %s without association with a mount request.	Unexpected control flow makes the Domain Manager reject a load request.	Contact Product Support.
3082	Unexpected unload of %s-%s at %s not registered in BackBox Domain. The unload is related to the operation %s at %s. The operation state in Domain is %s.	A VTC notifies the Domain Manager that a volume has been unloaded. But this unload event is not compatible with the current status of the volume in the domain. Therefore, the Domain Manager does not register this unload.	Check the status of the volume (Current Operation) in the domain catalog. Reset the Current Operation, if required. The status of the previous operation might be lost.
3083	Message from %s %s %s received for the domain '%s', domain '%s' is expected.	There is a discrepancy between the Domain Configuration and a VT Controller control message.	Make sure the Domain Id stored in all VT Controllers (entered in the “Domain Address” after a Windows log-in) is the same as the Domain ID entered in the Domain configuration.
3084	Volume %s not available, in use by %s operation started on %s.	A load or a materialization operation is rejected because the volume is already in use.	If the Current Operation associated with the volume is out of sync, use the Web User Interface to update the Volume in the VT Controller Catalog. (Reset the current operation).
3085	VT Controller %s is not a route to the store %s.	The VT Controller specified for a Virtualization/ Materialization cannot access the DataStore holding the involved virtual volume.	Check the Domain Configuration and retry.
3086	Access to volume %s denied to %s.%s, %s	An operation on a volume is rejected because the user has not the required authorization.	Check the volume owner and access authorizations in the Web User Interface. Eventually, update this security settings on the volume to bypass the error. Review the default access authorizations in the Volume group and the TAPE DEFINE of the application writing the volume (special keyword bbox-secure=rwc).

Event Message Number	Message	Explanation	Action/Comment
3087	The config dir is missing in the configuration of route %s to DataStore %s	The configuration of a DataStore in the Domain Configuration is incomplete.	Complete the Domain Configuration.
3088	MountId: %s. Invalid BBOX- SECURE specification in the DEFINE mount message: %.	Invalid authorization specification.	Refer to the Product Description chapter of the Control of access to virtual volumes section.
3089	Invalid session key received from %s %s. Key length=%ld. %s	Internal error.	Contact Product Support.
3090	RSA error using public key of requester %s. %s	Internal error.	Contact Product Support.
3091	RSA error using public key of server %s. %s.	Internal error.	Contact Product Support.
3092	RSA error using public key of requester %s. %s	Internal error.	Contact Product Support.
3093	Encryption error %s	Internal error.	Contact Product Support.
3094	Volume %s is member of the volume group %s defined with DSMTC volcat %s and pool %s, but the tape volume is found in DSMTC volcat:%s pool:%s. Check the configuration.	Inconsistency between the state of a volume in DSM/TC and the state of the volume in the domain catalog and configuration.	Make sure the Domain Configuration (specially the Volume groups) corresponds to the Guardian tape catalogs.
3095	Volume %s is member of the volume group %s defined with DSMTC volcat %s and pool %s, but the tape volume is not found in DSMTC catalog. Check the configuration.	Discrepancy between the state of a volume in the Guardian subsystem and the state of the volume in the VT Controller catalog and configuration.	Make sure the VT Controller configuration (especially the Volume groups) corresponds to the Guardian tape catalogs.
3096	Volume %s is a member of the volume group %s defined with TMF catalog %s, but the tapemedia is not found in the TMF catalog. Check con-figuration.	Discrepancy between the state of a volume in the Guardian subsystem and the state of the volume in the VT Controller catalog and configuration.	Make sure the VT Controller configuration (specially the Volume groups) corresponds to the Guardian tape catalogs.
3097	Hash mismatch.	Internal error.	Contact Product Support.
3098	Hash error on %s: %s	Internal error.	Contact Product Support.
3099	Volume %s label %s already exists in the domain catalog.	A virtualization is rejected because the virtual volume already exists in BackBox .	None.
3100	VTC %s is deactivated in the Domain	An operation is rejected because the specified VT Controller is disabled by	Enable the specified VT Controller or use a

Event Message Number	Message	Explanation	Action/Comment
	Configuration.	configuration.	different one.
3101	Volume %s label %s status %s in %s must be cataloged and idle before being virtualized, to be consistent with volume group %s	A virtualization is initiated for a volume that is not cataloged as specified in the Volume group.	Fix the Volume group configuration.
3102	VTC %s did not reply to a Connect Message	A message is rejected by a VT Controller, most probably because of IP filtering.	Check the Domain address page in the Web page /Ad- min of this VT Controller. Check the MS Windows Event Viewer.
3104	Invalid version of %s VOLUME file: '%d', expected: '%d'.	Discrepancy between the version of the VOLUME data file and the running BBSV program.	Check the installation /upgrade that has been just executed.
3114	Pending mount request not found for the volume %s	The Domain Manager receives a mount request that is no longer in the list of Mediacom pending mounts.	Check the EMS log to identify why the mount request was canceled. Resubmit the job.
3115	Invalid store type %d in catalog record to write for the virtual volume: %s-%s.	Internal error.	Contact Product Support.
3119	Current operation (% s) of volume %s reset in the catalog of virtual volumes.	A user resets the current operation by using the Web user interface. The MVS datasets are released. Any running transfer with the same tape volume is not impacted. There should normally be no running transfer when a user resets the current operation.	None.
3120	Volume %s manually unloaded.	A manual unload is commanded by the Web user interface, forcing cancellation of any running transfer.	None.
3122	The configuration of DataStore %s contains an invalid Guardian User ID pattern: '%s'	Syntax error in BBSVCFG file.	Modify the Guardian User ID pattern using the Web user interface.
3123	MountId: %s. Guardian User ID %s not authorized to access the DataStore %s (volume %s)	The User ID running the tape application is not authorized to access the DataStore.	Update the security table of the DataStore using the user interface.
3124	VT Controller %s returned code %ld to the query of DE XP configuration	The discovery of DE XP volume in a VTC does not work.	Check the connection to the XP Array.
3125	Error %d on %s: %ld unusable drives %	This message is embedded in msg 3227 reporting a failed load. It reports an error occurring when the Domain Manager is not able to get the status of usable tape drives from a VTC. The number and names of the first tape drives are unusable because this error code.	Refer to the detailed error message in the EMS log.

Event Message Number	Message	Explanation	Action/Comment
3129	START_XFER CONVERSION '%s' should be 'ASCII-EBCDIC' or 'JIS-EBCDIC' (%s.%s %s)	Invalid CONVERSION Parameter.	Check CONVERSION parameter.
3142	MountId: %1.%2. DE-XP error %3 loading %4 on %5 %6. %7. Load to be retried	A VT Controller is not able to access a DE XP volume. Other routes configured in the DE XP volume will be tried. The failed load will be retried at the same frequency as the “busy drive” condition.	1. Force the discovery of DE XP volumes by the VT Controllers, by inquiring in the list of DE XP volumes of the domain through the Web user interface, Data Exchange tab. 2. Check if the volume is seen by the VT Controller trying to load a virtual media. 3. Have the DE XP volumes reconnected to the proper VTC(s).
3146	Info volume %s labelType %ld in pool %s catalog %s receives error %d from MEDIASRV. %s.	Access to DSM/TC volume information returns an error.	Analyze the MEDIASRV return-code.
3147	Remaining volumes in %s %s will be skipped.	While processing a batch of volumes, a severe error occurs, preventing any more volume of the same Data Store from being processed. This message follows other specific error message(s).	Solve the error condition before re-executing the batch.
3150	BBCMD stops retrying sending a '%s' message to the Domain Manager after %ld retries.	The retry limits specified in file EZXSETUP/BBSETUP are reached. BBCMD and the current TACL macro end with error.	Check the cause of errors in previous messages and in EMS log.
3153	No automatic unload of volume %s, after an unrequested load on %s.%s. %s.	The EMS message #640 'UNREQUESTED ANSI TAPE' is logged, but the state of the unrequested volume is not consistent.	Verify the conditions of current transfer. To get rid of an unrequested load, use the **Unload** command on the Home page of the Web user interface. This will unload the volume, reset the current operation of the volume and de-allocate the MVS datasets.
3156	MountId: %s. Device '%s' requested to load %s is not free, or not on an active VTC that is a route to the DataStore %s.	The device requested to load a volume is not emulated by a VTC that is active and that is a route to the DataStore or the drive is not free.	Check the Domain configuration: • the VTC is a route to the DataStore associated to the tapevolume • the VTC is active. Check the status of the drive in the Status n ode page.

Event Message Number	Message	Explanation	Action/Comment
3157	VTC %s rejects the unloading of volume on device %s.%s with error %ld %s.	An unload command is rejected by the VTC.	Check the error condition reported in the message.
3158	Completion of operation (%s) of volume %s can not be communicated to the MVS Agent that has allocated the data-set (s). Current operation changed to POST_TRF.	A communication error prevents sending the transfer completion data to the MVS. The MVS dataset is still locked and the MVS audit file is not updated.	When the communications with MVS are re-established, use the Web user interface to reset the current operation of the tape volume. This will unlock the MVS dataset and register the actual completion (maybe a failure or a success) of the transfer in the MVS audit file.
3159	State of volume %s does not match. VTC reports %s. Domain Manager reports %s. Device %s.%s.	Discrepancy between states in the Domain Manager and states in a VTC. The processing of the current event might be aborted.	Check possible other messages in EMS. Check the state of the involved volume and device in NSK MEDIACOM in the Domain catalog. To clear inconsistent conditions: • restart the device in SCF • use the Web user inter-face to reset the current volume operation.
3160	Volume loaded on device %s.%s does not match. Guardian reports volume '%s'. Domain Manager reports volume '%s'.	Discrepancy between states in the Domain Manager and the Guardian Tape System. The processing of the cur- rent event might be aborted.	Check possible other messages in EMS. Check the state of the involved volume and device in NSK MEDIACOM in the Domain catalog. To clear inconsistent conditions: • restart the device in SCF • use the Web user inter-face to reset the current operation of the volume.
3161	Invalid license code=%ld %s.	The domain license key is invalid.	Contact Product Support.
3162	Domain license will expire soon on %s.	Warning when the license expiry date is close.	Contact Product Support.
3163	Domain license has expired %s.	A VTC operation occurs when the license has expired. The operation can be rejected depending on the license con-text.	Contact Product Support.
3164	License violation-%ld %s.	The configuration or attempted operation does not comply with the	Contact Product Support.

Event Message Number	Message	Explanation	Action/Comment
		license key.	
3165	Automatic unload of volume %s. Volume was loaded since %s on %s.%s that is now free.	A volume has been loaded for an extended period of time without being used by a NonStop application.	None, if no other symptom.
3166	Invalid %s parameters. Key-word '%s' is unknown.	Invalid TACL program parameters.	Verify the macro or program parameters.
3167	Invalid %s parameters. Value missing for keyword %s.	Invalid TACL program parameters.	Verify the macro or program parameters.
3168	Invalid %s parameters. '%s' is not a valid value for %s: %s.	Invalid TACL program parameters.	Verify the macro or program parameters.
3169	Invalid %s parameters. %s parameter is missing.	Invalid TACL program parameters.	Verify the macro or program parameters.
3170	Parameter #%ld (value '%s') cannot be translated in message #%ld from %s.	Error in formatting a message logged by a VTC to EMS.	Contact Product Support.
3171	Alert triggered by message: '%s'.	An error was indicated by another EMS message that is configured to be doubled by the Alert Message.	Check the included original message and any other related errors in EMS. If the alert is not necessary, disable the alert for this kind of original message in the Domain Configuration, Domain Page and Alerts Link.
3172	Tape device '%s' is unknown in domain %s. See message #%ld from %s.	A message logged by a VTC to EMS names a virtual device that is not configured in the Domain.	Check the configuration of the Domain and the SCF device definition. There might be nothing wrong if there are several Domains sharing a VTC, but not sharing all devices. To suppress these messages, edit the Domain Configuration, Domain Web Page, changing EMS verbose to false.
3173	BackBox storage space purge of expired tape volumes. %ld volumes in catalog, %ld volumes purged (or "to be purged").	Completion of the free-up of storage allocated to tape volumes expired in DSM/TC and TMF.	None.

Event Message Number	Message	Explanation	Action/Comment
3174	Virtualization not available to Data Store %s type %s with Domain access %s.	A domain cannot update a Data Store that is not PRIMARY.	Run the Virtualization from the Owner's Domain.
3175	Load for output is forbidden. Volume %s is in a %s Data Store (%s).	RESTRICTED and SECONDARY Data Stores can execute only restores, not backups.	Run the backup in the PRIMARY Domain. or Change the domain access configured for the Data Store to PRIMARY.
3176	The Domain access to the volume cannot be changed for %s. (Domain access to Data Store is %s).	The change RESTRICTED/OWNER to a volume is forbidden.	Verify if the Data Store domain access is appropriate. Refer to the BackBox User's Manual.
3179	MountId: %s. Dump type (Audit/Online) is missing for TMF volume %s.	The TMF dump type is not found (Load) or not entered by user (Virtualization). Load is executed, but the parameter %BBOX_TMF_TYPE% is not set in the Backup script. Virtualization is rejected.	In case of a Load: Contact Product Support. For Virtualization: enter dump type for the operation.
3181	MountId: %s for volume %s. %s while querying application process %s.%d,%d. Mount automation is disabled.	A tape application process cannot be queried. Several load / unload automations are disabled.	Modify security and resource errors to allow regular functionality. Contact Product Support for other errors.
3182	MountId: %s for volume %s. Previous error in accessing VOLUME prevents the recording of the volume sequence and any future pre-load.	Informative message.	Refer to the previous error.
3183	MountId: %s for volume %s. Pre-load of next volume %s is enabled.	Informative message. Pre- load is executed only when the current volume is used by the application.	This message is displayed only when EMS verbose is set to "true" in the Domain Configuration.
3184	MountId: %s for volume %s. No next volume to pre-load.	Informative message. The volume is the last of a multi-volume set.	This message is displayed only when EMS verbose is set to "true" in the Domain Configuration.
3185	Pre- load was generated for %s, but did not complete before the unload of the previous volume %s. Pre-load is canceled.	Informative message. Regular load request will apply.	None.
3186	Automatic unload of volume %s that was %s since %s on %s.%s that is free.	Informative message.	None.

Event Message Number	Message	Explanation	Action/Comment
	Application process %s.%d,%d started on %s is no longer running.		
3187	Automatic unload of volume %s that was pre-loaded since %s on %s.%s that is free. Previous volume %s #%l in the set is unloaded since %s.	Informative message	None
3188	Domain Manager did not reply to a Connect DM message.	A NonStop client cannot reach the Domain Manager over TCP/IP.	Check for previous TCP/IP error messages in EMS. Check the TCP/IP setup.
3189	Hashed message key in %s request is invalid. Request for %s is rejected.	Error message on BackBox invalid key (issued for security reasons).	Contact Product Support.
3190	Redefining and reloading the alternate keys of volume file %s.	At first use, after an upgrade of NonStop programs, the VOLUME file is modified to match the new software version.	Wait for FUP to complete the LOADALTFILE operation. FUP is started with TERM and OUT set to $ZHOME.
3191	MountId: %s. Error %ld loading %s on %s %s (insufficient storage) %s	Disk space shortage in a Windows files Data Store.	The load will be retried according to the busycheck -retry- interval parameter in the BBEXTCFG file. Evaluate the disk space for the paths configured for the Data Store.
3192	%s in %s has an invalid value '%s' and is ignored	To interpret according to the embedded parameters.	Action depends on each message.
3193	Pre-load %s reel #%ld as continuation of %s.	Informative message. Pre-load is attempted.	This message is displayed only when EMS verbose is set to "true" in the Domain Configuration.
3194	%s is missing in the con- figuration of EMC XBSA DataStore %s.	XBSA configuration is incomplete.	Complete the XBSA configuration.
3195	No statistic record written for volume %s.	An error prevented the recording of statistics for an operation.	Check for previous EMS message from BackBox.
3196	Current operation (%s) of volume %s reset by error recovery in the catalog of virtual volumes	A volume is locked by a current operation in the catalog of virtual volumes (VOLUME file). The state of the volume, the tape application that requested it and the VTC that loaded it do not allow a regular unload. Resetting the state of the volume can free both the volume and the tape device in which the volume was mounted. Once the volume state is reset, the tape	None.

Event Message Number	Message	Explanation	Action/Comment
		device can be used by other operations.	
3197	BB020_RESERVE DRIVE %s: cannot specify both NONE and a volume class.	Syntax error in the BB020_ RESERVE TACL macro.	Modify the CLASS parameter of BB020_RESERVE
3198	BB020_RESERVE: DRIVE parameter missing	Syntax error in the BB020_ RESERVE TACL macro	Specify the DRIVE parameter of BB020_RESERVE.
3199	BB020_RESERVE DRIVE %s: drive not found in the configuration.	Specification error in the BB020_RESERVE TACL macro	Check the device name configured in the Domain. The device must be configured in an active VTC.
3200	BB020_RESERVE DRIVE %s: volume class %s not found in the configuration.	Specification error in the BB020_RESERVE TACL macro.	Check the Volume classes configured in Volume groups.
3201	BB020_RESERVE DRIVE %s: maximum number of volume classes (%ld) exceeded.	Internal limit exceeded	Contact Product Support.
3202	BB020_RESERVE DRIVE: CLASS parameter missing	Syntax error in the BB020_ RESERVE TACL macro.	Specify the CLASS parameter of BB020_RESERVE.
3203	Drive %s now reserved to volumes class(es) %s.	Feed back of the BB020_ RESERVE macro.	None.
3204	BB020_RESERVE_DRIVE: %ld drives updated, %ld drives listed.	Feedback of the BB020_ RESERVE macro.	None.
3205	MountId: %s for volume %s. VTC%s returns busy storage condition: %s	A busy condition is returned by the Data Store.	The load will be retried according to the busycheck-retry-interval parameter in the BBEXTCFG file. Check for previous EMS message from BackBox. Check the Windows application log.
3206	Invalid %s parameters. Comma must be followed by space in '%s'	Invalid syntax	Modify the syntax entered by user. For any other errors, Contact Product Support.

Event Message Number	Message	Explanation	Action/Comment
3207	MountId: %s for volume %s. This BACKUP volume has been written, unloaded, and is now being reloaded by the same process. Check care- fully the backup output report and the volumes cataloged in DSM/TC for this backup.	This is probably the result of a disk error when BACKUP cannot back up a complete partitioned file. In a multi-volume backup, a tape 'back-space' is executed up to a previous volume that must be reloaded. When the volumes are cataloged in DSM/TC, some invalid volumes that should be SCRATCH might stay cataloged for the tape file.	Be sure to prepare a correct restore by the following check. If the volumes cataloged for the TAPEFILE do not match the list of volumes displayed in the BACKUP report, the RESTORE should be executed without the tape catalog, but with the list of volumes identified in the BACKUP report. Some explanatory notes should be associated with this BACKUP. For TSM APPI Data Stores, the number of TSM objects in this volume becomes unknown and the validation of the expected number of TSM objects will not be executed at restore time. Ref message “E6005 Inconsistency was found in TSM objects”.
3208	MountId: %s. Device reservations prevents %s to load % s.	The volume to load has a volume class that prevents its loading because of device reservations.	In the web application, query the volume to identify its volume class. Query and eventually modify the device reservation in the configuration of the VTC.
3210	The domain configuration does not contain any active VTC attached to node '%s'	A “Node Status” query in the BackBox UI has no data to return, as there is no tape drive configured for this node.	Verify the domain configuration that may have changed between two queries.
3211	There is no backup script con- figured in Data Store %s.	Execution of backup script is requested in the web application, but there is no backup script configured in the Data Store.	Configure a backup script in the Data Store.
3212	Backup script submitted to VTC %s for volume %s.	Backup script requested by the web application are submitted.	None.
3213	Volume %s was %s since %s on %s.%s. A different volume %s is now loaded on %s.%s. Operation of volume %s is assumed aborted and	Inconsistent volume state prevented its loading.	Verify the operations involving the specified volume label.

Event Message Number	Message	Explanation	Action/Comment
	its current operation is reset.		
3214	Pre-load for volume %s continuation of % s is not initiated. %s loaded by the mount-id %ld was too recently unloaded on %s.	A Pre-load is not executed because the volume was loaded or unloaded in the last two minutes.	Pre-load is normally set for long restore scripts. In case of quick re-use of the same volume, it is preferable to wait for the regular mount request from the tape application.
3215	StoreId must be specified in %s transaction.	The store id is required, but not provided.	Enter the store ID.
3216	Data Store type of %s must be WINDISK.	This function is reserved for Windows Data Store type files.	Use this function only for Windows file Data Stores.
3217	%d%% of Windows disk space used in store %s. Store has reached the warning level %d%%. %s MB are used. %s MB are free.	Result of the macro BB022_ CHECK_SPACE. The current disk usage has reached the warning level configured in the Data Store.	Install additional disk space by executing 0BB017.
3218	Disk path %s in Store %s is not accessible.	Result of the macro BB022_ CHECK_SPACE. The path is unavailable to BackBox software.	Log in to Windows on a VTC with the Windows account password configured in the Data Store. Test access on the configured path name. Verify connectivity and security issues.
3219	"Free space (%s MB) in %s is not enough for writing a full volume (%s MB) in volume group %s.	Result of the macro BB022_ CHECK_SPACE. The maximum volume size of the Volume group does not fit in the disk with the largest free space in the Data Store.	Review the maximum volume size. Install new disks.
3220	%s {backup|copy} scripts have been submitted in the Data Store %s to VTC(s): % s. %s.	Backup script (s) have been submitted. One submission is counted per virtual volume. The VTCs that received the requests are listed.	None.
3221	File %s.* in diskPath % s con- figured for Store %s does not belong to domain %s	Unexpected files are mixed with the Windows files containing images of virtual volumes.	Do not store unrelated files in either Windows directories or shares configured to a Data Store.
3222	No valid reply to %s request from VTC %s, volume %s loading is assumed to be being processed.	The Domain Manager has successfully sent a LOAD command, but did not get the reply. BackBox assumes the load is successful and does not retry.	Verify the operations on the volume label. Eventually, reset the volume and load it manually.
3223	Data Store %s must be con- figured with PRIMARY domain access.	The function is reserved for regular Data Stores, prohibited with RESTRICTED and SECONDARY Data Stores.	None

Event Message Number	Message	Explanation	Action/Comment
3224	BB023: %s backed up Windows files have been deleted. Deleted size: %s bytes.	Summary of execution of macro BB023_ DEL_ BACKEDUP	None
3225	Normal job ended.	A TACL macro finished.	None
3226	Internal status %s prevented the use of drives free in NonStop. %s. %i devices LOADING ($device1, $device-2...) %i devices RESERVED ($device3, $device4...)	This message is embedded in msg 3227 reporting a failed load. Msg 3226 explains why devices FREE in NSK can not be used for loading a volume. Possible status can be: "LOADING": a restore script is running in the VTC. "LOADED": the VTC is replying READY to host polling, waiting for tape NSK tape recognition from the in NSK host. "INACTIVE" : the host did not poll the virtual device within the configured timeout. "NOT CONFIGURED" : the drive is not configured in the VTC. "UNLOADING" : VTC is still unloading a volume. "LICENSE OVERFLOW" : the number of licensed ports is reached, the device is another port that exceeds the license key limitations.	Some status' (LOADING, LOADED, UNLOADING) are expected to be normal status, thus preventing a load to execute. Status LOADED and UNLOADING should not be longer than 1 minute. Other status is reported by the message 3230 and requires investigation. Some FREE devices might also not be eligible because they don't emulate the requested media type.
3227	MountId: %s. No available resource to mount %s. %s.	The loading of a virtual volume on any device fails for the specified reason.	Action depends on the reason for failure. For a load request for output, the load will always be retried.
3228	MountId: %s. Cannot mount %s on device %s	The loading of a virtual volume on a specific device fails for the specified reason.	Action depends on the failure reason. For a load request for output, the load will always be retried.
3229	Creating file %s	The Domain Manager (re)- creates a missing file in the installation NSK subvol.	OPER file containing only temporary status can be recreated at will. The re-creation of other files requires stopping the tape operation and carrying out an investigation.
3230	MountId: %s. Loading %s impossible on device %s because of the internal status %s in VTC %s.	An abnormal internal status prevents a load from executing.	Investigate the error.
3231	%ld drives not usable because of volume class reservations.	This message is embedded in msg 3227 reporting a failed load.	None.
3232	MountId: %s. Loading %s on %s %s exceeds license limits. %s. Load to be retried.	This message is embedded in msg 3227 reporting a failed load. The number of active ports has reached the number of licensed ports on this VTC. Or the number of active drive encryptions has been reached. If available, the load will be attempted in another VTC.	None.

Event Message Number	Message	Explanation	Action/Comment
3233	MountId: %s. Data Store error loading %s on %s %s. %s. Load to be retried	The VTC rejects a load request for a reason related to the Data Store, but the load request can be retried on another VTC.	Verify the reason of error.
3234	Domain license violation. DEFINE =TCPIP^HOST^FILE (%s) not allowed when a licensed VTC address is symbolic (%s).	License rule violation.	Do one of the following: • Remove any=TCPIP^HOST^FILE DEFINE from the context of the TCP/IP LISTNER or in the VTC configuration page. • Request an ETINET license that contains the VTC host name rather than an alternate DNS name. • Request an ETINET license that contains a numeric IP address and enter this address in the VTC configuration of the Domain.
3235	%s rejected by VTC %s. Error code %ld - %s	VTC rejects a Domain Manager request.	Analyze the error reason. Unsupported transaction name is the symptom of mismatching BackBox versions.
3237	%s accepted with warning by %s %s. Error code %ld - %s	VTC accepts a Domain Manager request, but issues a warning.	Analyze the warning error code and text.
3238	MountId: %s. Unavailable resource to mount %s. %s".	An unavailable resource prevents a load from achieving completion.	Analyze the reason for error. Mount requests rejected with this message number are retried soon (busycheck-retry-interval).
3239	Data Store type of %s must be WINDISK or LUMINEX.	Operation not supported for Data Stores types different from WINDISK and LUMINEX.	None.
3240	Domain version %s receives %s from %s with mismatched version %s.	Version mismatch between BackBox components.	Verify program versions (VPROC program on NSK).
3241	No virtual device of an active VTC is configured for node %s.	A load request is issued from a NonStop node that has no device configured in an active VTC.	Define a virtual device for the node. Eventually reactivate inactive VTC.
3242	Additional queries executed to refresh the operational status of node %s.	In certain situations, for example, when the con- figuration has been modified or the EMS Extractor has stopped, the information is not available. The external entities must be queried: - NSK MEDIASRV - VTCs	Restart EMS extractor and check EMS to see whether there are error messages related during extractor restart.
3243	EMS Extractor %s for node %s is not	BBEXT program is not running. There will be no automatic mount.	Start the EMS Extractor on the indicated NSK

Event Message Number	Message	Explanation	Action/Comment
	running or not identified		node.
3244	Unload rejected. Volume %s assumed loaded on device- e= %s by mountId=%ld, is recorded in operation %s, device= %s, mountId=%ld	An unload does not execute, because the volume is no more in the expected state.	None
3246	Pre-load for volume %s continuation of % s is not initiated. %s contains less than %s bytes of data.	Pre-load does not execute if the volume to pre-load has less than 1 MB of data.	None
3247	Volume label %s was loaded on %s by the other domain %s.	A VTC contacted to produce a web status page, reports that a loaded volume does not belong to the querying domain. This occurs when two domains share the same tape drives.	Make sure the two domains deliberately share tape drives.
3248	MountId: %s. Identical request to load %s was recently executed (load/un-load on %s) %s. Request is rejected.	Two requests look identical, the second one is simply rejected. It occurs in special conditions: for example, when the request comes from MEDIASRV before coming from the EMS. It occurs also when retries are executed after another operational error.	There is normally nothing to fix. Double check the correct loading of the volume for the tape application. Verify if there are other EMS Messages reporting error.
3249	MountId: %s. Request for %s rejected because application process %s.%d,%d started %s is not found (%s)	A load request is ignored because the corresponding application process is not found.	There is normally nothing to fix. The application might have disappeared before the mount request is processed. Double-check that the mount request does not stay pending.
3250	Length %ld of attribute %s is invalid. %s. (value '%s')	An XML attribute has an unexpected length. This might occur if files unrelated to BackBox are present in Windows directories con- figured in a Data Store.	Examine the unexpected value. Contact Product Support if any clarification is required.
3251	Physical tape device % s is not configured in VTC %s.	An operation is attempted on a physical tape device that is not defined in the VTC configuration.	In the Domain configuration, verify the list of physical tape devices attached to the VTC.
3252	More than %ld tape devices are configured. Devices in exceeds are ignored.	Automatic mount is limited to a maximum number of tape devices. Devices in excess are ignored. The initial maximum is 256 devices.	If a site requires more than 256 devices contact Product Support.
3253	Domain license violation. Physical media Virtualization /Materialization is not licensed.	Virtualization/ Materialization must be licensed to be used.	Contact Product Support.

Event Message Number	Message	Explanation	Action/Comment
3254	Physical device %s in %s accessed as LEGACY device for Virtualization /Materialization that is not licensed for LEGACY.	Physical tape devices that are not explicitly supported by a Windows driver must be accessed in LEGACY mode. The LEGACY mode requires a special license option.	Change the tape device for a device supported by Microsoft Windows, or Contact Product Support.
3255	DSM/TC pool %s in catalog %s does not exist.	A pool name is not known by DSM/TC.	Verify the configuration of the volume group and the DSM/TC pool names.
3256	DSM/TC pool %s in catalog %s is defined with APPEND ON, that is incompatible with Auto-scratch ON in the BackBox volume group %s %s.	Inconsistency in the volume group configuration.	Change the DSM/TC pool to APPEND OFF. "APPEND is not effective with virtual tapes and BackBox space management." As a second choice, remove auto-scratch in the BackBox volume group.
3258	Unload %s from drive %s.%s rejected. The tape drive status %s according to MEDIACOM does not allow unloading.	A manual unload is rejected because the drive status in SCF does not allow this operation.	Wait for the device which is no longer used by any tape application, before retrying. Restart the drive in SCF to clean a frozen state.
3266	SQL error %d (seq % d) from %s in %s.%s line %ld (syntax loc %d) processed rows=%ld.	Technical error accessing an SQL data base.	Refer to the accompanying BackBox EMS messages.
3267	Domain license violation. Catalog Sync option is not licensed.	The license key registered in the domain configuration does not allow catalog replication.	Obtain an appropriate license key from ETI-NET.
3268	Cannot submit a catalog export/import when one is already running for Data Stores. Process %s was started on %s, % s volumes processed.	Only one batch process can run at a time for a Data Store.	Wait for the end of the process. As a final step, abort the process by a TACL STOP command.
3269	Cannot execute this update on Data Store %s when a catalog export/import is running. Process %s was started on %s, %s volumes processed.	The configuration of "domain access" and "active Data Store" cannot be updated while an export or import catalog batch process is running.	Wait for the end of the process. As a final step, abort the process by a TACL STOP command.
3270	Cannot delete the Data Store %s when a catalog export/import is running. Process %s. %s was started on %s, %s volumes processed.	A Data Store cannot be removed from the configuration while an export or import catalog batch process is running.	Wait for the end of the process. As a final step, abort the process by a TACL STOP command.

Event Message Number	Message	Explanation	Action/Comment
3271	Data Store %s is inactive.	An activity is attempted on a Data Store configured as inactive.	This is normally the expected result. Activate the Data Store in the domain configuration.
3272	Volume %s is in an inactive Data Store (%s).	Most activities, especially volumes loading in tape drive, are rejected when a Data Store is configured as inactive.	This is normally the expected result. Activate the Data Store in the domain configuration.
3273	CATALOG EXPORT process %s started to export the catalogs of Data Store %s. Output report sent to %s.	A batch catalog EXPORT process starts.	None.
3274	Catalog export/import process cannot be initiated: %s missing in the Data Store %s configuration.	The configuration prohibits starting catalog export/import operation.	Review the configuration of the Data Store for Catalog Sync in the domain.
3275	%s is invalid as report specification for catalog export processes of Data Store %s.	The process cannot start because its report specification is not configured correctly.	Review the "Export report location" in the configuration for Catalog Sync of the Data Store.
3276	%s is invalid as report specification for catalog import processes of Data Store %s.	The process cannot start because its report specification is not configured correctly.	Review the "Import report location" in the configuration for Catalog Sync of the Data Store.
3277	MountId: %s. AUTO-SCRATCH rejected because the 1st tapefile in volume %s has not expired.	A volume to load for output on a BackBox drive has not expired in DSM/TC or TMF. The AUTO- SCRATCH procedure is skipped: the current volume is searched in the Data Store rather than re-created as empty volume.	None.
3278	Catalog %s %s process %s aborts. %s Report in %s.	An import/exports batch process aborts because of an error.	Look for the errors issued right before this one.
3279	%s exported %s catalogs for Data Store %s (%s volumes processed). Report in %s.	An import/export batch process ends.	No action required. Look at the identified control report.
3283	%s volumes in Data Store %s have been detached from the domain %s catalog.	A Data Store detach ends, reporting how many volumes have been removed from the domain catalog.	None.
3285	Catalog %s process %s for Data Store %s: volume %s error %ld - %s.	An error occurred in the import or export of catalog entries related to a volume.	Analyze the error details. If the error condition can be fixed, resubmit the catalog export or import.
3286	Process %s started for IMPORTING %s of Data Store	A catalog import starts in the background.	None.

Event Message Number	Message	Explanation	Action/Comment
	%s. Output report sent to %s.		
3287	Invalid %s parameters. Ending quote missing for '%s'.	The parameter for a BackBox TACL process is invalid.	TACL parameters are normally generated by BackBox macro or other component. Review the parameters of the BackBox macro. Contact Product Support.
3289	Labeling volume %s in pool %s catalog %s (drive %s, media type %s) rejected by MEDIASRV code %d. %s %s	The equivalent of a MEDIACOM command LABEL TAPEVOLUME is rejected.	Analyze the MEDIASRV return-code and associated text in the message. HPE Reference: DSM/Tape Catalog Management Programming Manual
3290	Labeling not cataloged volume %s (drive %s, media type %s) rejected by MEDIASRV code %d. %s.	The equivalent of a MEDIACOM command ADD TAPELABEL is rejected.	Analyze the MEDIASRV return-code and associated text in the message. HPE Reference: DSM/Tape Catalog Management Programming Manual.
3291	Delete volume %s in pool %s catalog %s rejected by MEDIASRV code %d. %s.	The equivalent of a MEDIACOM command DELETE TAPEVOLUME is rejected. The volume status does not allow its deletion.	Analyze the MEDIASRV return-code and associated text in the message. HP Reference: DSM/Tape Catalog Management Programming Manual.
3298	Volume %s is cataloged in volcat %s pool %s with media type %s, but is configured by volume group %s as type %s. Media type inconsistency might prevent loaded volumes from being accepted by $ZSVR.	NonStop tape system requires that the media type cataloged for volumes in DSMTC must match the tape drive type. When labeling new volumes, BackBox sorts the volumes according to the media type configured in the volume group.	To ensure the appropriate media type is assigned to volumes labeled by BackBox, verify the configuration of the BackBox volume group.
3301	Cannot initiate a %s process until the end of the %s process %s. %s already running for the same Data Store %s.	A 'LABELING' or 'MOVE TO IE', or 'MOVE FROM IE' process cannot be initiated.	Wait until the end of each process before initiating another process.
3303	Labeling TMF volume %s (drive %s) rejected by TMFSRV code %d. %s.	The equivalent of a TMFCOM command ADD TAPEMEDIA is rejected.	Analyze the TMFSRV return- code and associated text in the message. HPE Reference: TMF Management Programming Manual.
3306	No tape drive available to label volumes for Data Store %s.	It is impossible to use the requested number of drives for concurrent labeling. This happens when: there are not enough drives connected to the NSK host executing the label command or	If the labeling process started, usually no action is issued. To allow the process to start: - verify the status of

Event Message Number	Message	Explanation	Action/Comment
		drives are down or drives are used by other application. This condition prevents the labeling process to start. Once the labeling process started, this condition initiates an infinite loop of retries after 3 minutes delay.	drives in the web UI Node Status Page. - manage to have at least one available drive on the NSK node that holds the DSMTC/TMF catalog.
3308	Timeout labeling %s on drive %s. %s, Volume group %s.	A MEDIASRV or TMFSRV process started to label a single volume did not complete after 10 minutes.	Search for EMS messages issued by the NonStop tape system, DSMTC or TMF, on the NSK node holding the DSMTC/TMF catalog.
3309	SPI command to label volume %s (on drive %s) aborted with error %d.	Severe error occurred when reading the MEDIASRV/TMFSRV reply.	Analyze the Guardian file system error code reported in this message. Search for EMS messages issued by DSMTC or TMF, on the NSK node holding the DSMTC/TMF catalog.
3310	%s Process %s.%s aborting. %s.	A LABELING or other background process stops processing any more volumes because of a severe error.	Search for other EMS messages on the node running the process (the Domain) or the node that holds the DSMTC/TMF catalog.
3314	TMF tapemedia %s already exists in TMF catalog of node %s.	A TMF volume to label is already existing in the TMF catalog.	Use TMFCOM INFO TAPEMEDIA to ensure the media with this label does not contain any valid data. If the volume must be labeled, remove it from the TMF catalog by TMFCOM DELETE TAPEMEDIA.
3315	Invalid path for volume %s. Volume converted with (truncated path or dummy path).	Message issued by BB015, converting a BackBox volume catalog to a BackBox catalog. A virtual volume stored in Windows disk Data Store is registered with an invalid Windows disk path.	None. If the volume must be restored by the restore script before it is rewritten by the product new version, a manual action will be required.
3316	EMS Extractor for node %s is not maintaining the operational status in OPER file. Additional status queries were executed.	Status of tape drives and mount requests are normally maintained in the OPER file by the EMS Extractors, for lighter processing of web requests. In some conditions, for example when the configuration has been modified or the EMS Extractor has stopped, the information is not available and external entities must be queried: - NSK MEDIASRV - VTCs	Be sure the EMS Extractor is running correctly. Restart and check for error messages in EMS.
3317	Labeling volume %s failed: %s.	An error occurred in a volume labeling.	Refer to the end of message.

Event Message Number	Message	Explanation	Action/Comment
3319	Labeling %s volume %s (drive %s) rejected by SPI with code %d-%s. Retry #%d to execute (%d retries maximum).	The return-code of MEDIASRV or TMFSRV to a label command indicates a failure while writing labels to the tape drive. Automatic retries should overcome the error.	If the maximum number of retries was reached: • be sure the labeling parameter "Override" is checked. • be sure the volume is not already cataloged in TMF / DSMTC. • consider discarding a physical media.
3321	Error %ld %s the export destination %s '%s'. Export of Data Store %s catalogs aborted.	The configured destination of Catalog Export is invalid.	Depending on the reported Guardian error code, retry or edit the export configuration.
3322	Data Store %s is configured with %s domain access, SECONDARY domain access is required for importing catalogs.	The Data Store domain access does not allow Catalog import operations.	Change Data Store id or configuration.
3323	%s is invalid as catalog export %s destination for Data Store %s.	A catalog export destination must be a valid subvol name.	Change the export destination.
3324	%s is invalid as catalog import %s source for Data Store %s.	A catalog import source must be a valid subvol name.	Change the import source
3325	Error %ld %s the import source %s '%s'. %s import of Data Store %s catalogs aborted.	The configured source of Catalog import is invalid.	Depending on the reported Guardian error code, retry or edit the export configuration.
3326	Unexpected file %s file-code %d in Catalog import source for Data Store %s, file ignored (%s).	A file in the sub- volume source of a catalog import or catalog import status does not conform to nomenclature of files created by the Catalog export process.	Identify the file and move it. Reserve a subvol for the staging area of each Data Store.
3327	There is no completed FULL catalog export available in %s for Data Store %s (error %ld).	Cannot access the full export summary file.	Modify the access to FULL file or re-execute a FULL export.
3328	Error %ld opening, reading...the import source %s '%s' for Data Store %s.	Unsuccessful access to a catalog export file.	Modify the access to the file and retry. Delete the file to allow other files to be processed.
3329	Volume %s received from domain=%s node=%s exportid=%s cannot be imported for local Data Store %s (reason)	An export file cannot be processed on the secondary side.	Examine the reason for error.

Event Message Number	Message	Explanation	Action/Comment
3330	Deletion of unreferenced volumes is not executed at end of the FULL catalog import for Data Store %s. Errors during the import, or the number of volumes to import (%ld) did not match the number of volumes exported (%ld) by domain- n=%s node=%s exportid=%s.	• Deletion of obsolete volumes on the secondary site is executed only at the end of a FULL import, but deleting the volume unreferenced by the FULL import. • The deletion is not executed if: • errors occurred in the import. • the number of volumes computed at export time and import time does not match.	Fix the errors if possible. Re-execute FULL export and import (without including DSM/TC DISKFILE entries) to delete obsolete volumes.
3331	Export summary file (FULL or UPDATE file) not available in source %s. Catalog import of Data Store %s aborted.	The not available file pre- vents the import from processing.	Fix error if possible. If not, re-execute export.
3332	Primary volume group %s is not configured in the local secondary domain %s for Data Store %s. For this group, volumes to import will be rejected.	The configuration of secondary side contains a volume group that does not exist on primary side.	This volume group configuration will be useless while the Data Store is SECONDARY. The only way to add a volume in a SECONDARY Data Store is the catalog import process.
3333	Secondary volume group %s of Data Store %s has no correspondence in the remote primary domain %s, where group %s in Data Store %s is missing. For this group, no volume should come from the primary domain.	The configuration of the primary side contains a volume group that does not exist on the secondary side.	Configure the volume group on the secondary side, if the volumes of this group must be imported. Enter the proper primary Volume group Id in the con figuration of the Volume group on the secondary side.
3334	Catalog type discrepancy between primary and secondary domains for Data Store %s. For this group, volumes to import will be cataloged in BackBox catalog only.	The catalog type (NONE, DSMTC, TMF, QTOS..) of primary and secondary volume groups do not match.	The volume will be imported in the list of volumes, but no action done in DSM/TC.
3335	Invalid export id %s in %s. File ignored.	The export-id (a time stamp) read in an export file is invalid. This file looks corrupted and is ignored.	Contact Product Support. Re-execute export.
3337	Invalid content of catalog export summary file %s.	A summary file (UPDATE or FULL) is invalid.	Examine the reason of error included in the message.
3338	Invalid content of catalog export volume file %s.	A volume export file is invalid.	Examine the reason of error included in the message.

Event Message Number	Message	Explanation	Action/Comment
	(reason)		
3340	Too many BBEXT timers, %s %s timer not added.	The number of times managed by the EMS Extractor for the domain is too large. Processing continues without all timers.	Contact Product Support. Monitor the pending exports in the PRIMARY Data Store Catalog export status page. Eventually submit and manually export updates.
3341	Invalid BBEXT timer ignored (id=%d, delay=%ld).	Internal error.	Contact Product Support.
3342	%s imported %s catalogs for Data Store %s (%s volumes processed). Report in %s.	A catalog import process completed.	Check the named summary report.
3343	The DSM/TC catalog export for volume % s failed (error code % ld). DSMTC information omitted in the exported data.	Error during the extraction of DSMTC volume information. The export stays pending and will be retried.	Check for other EMS messages issued by BackBox. Eventually, update the export configuration to reduce the retry frequency until the problem is fixed. Eventually, issue a FULL export after fixing an error condition.
3344	The DSM/TC catalog import for volume %s failed. Local pool &s in volcat %s is not available (error code %ld).	Error during the update of DSMTC volume information.	Check for other EMS messages issued by BackBox. Eventually, retry the same import after fixing the error condition.
3345	The DSM/TC catalog import for volume %s is rejected. Volume currently in use by the DSM/TC with status %s.	Cannot alter the DSM/TC information about a volume that is INUSE or SELECTED.	Wait until no Data Store volume is used by any tape application, before retrying the same import.
3346	The DSM/TC catalog import for volume %s is rejected. Error %ld returned by MEDIASRV %s.	The import of DSM/TC information failed when querying the SQL subvolume for the DSM/TC data base.	Examine the return-code of MEDIASRV. Verify the volcat and filecat names in the BackBox volume groups.
3347	The DSM/TC catalog import for volume %s is rejected. Invalid imported data %s. % ld.	The import of DSM/TC information failed.	Examine the information in this message and other possible EMS messages.
3348	The DSM/TC catalog import for deleting DSM/TC entries for unreferenced volume %s is rejected. %s.	The removal of a tape volume through MEDIASRV failed.	Examine the information in this message and other possible EMS messages.
3349	Primary Data Store % s can- not be detached from the	The Data Store Detach operation is rejected. The Data Store is configured for	Finalize the catalog export for the Data Store before detaching

Event Message Number	Message	Explanation	Action/Comment
	domain when there are catalog updates to be exported. Catalog export is pending for volume %s (%ld volumes are pending).	exporting its catalog and some volumes are pending to be exported.	it from the domain.
3350	DSM/TC DISKFILE catalog export for volume %s failed. %s (error code %ld). DSM/TC DISKFILE information omitted in the exported data.	Exporting the DISKFILE entries failed. The export stays pending and will be retried.	Check for other EMS messages. Eventually, update the export configuration to reduce the retry frequency until the problem is fixed. Eventually, issue a FULL export after fixing an error condition.
3351	DSM/TC DISKFILE catalog import for volume %s is rejected. %s. %ld.	Exporting the DISKFILE entries failed.	Check for other EMS messages. Retry the same import after fixing an error condition.
3352	Error %ld opening report '%s' for %s process.\n.	A process cannot open an output file.	Examine the Guardian error code.
3353	Report filename is missing for %s process.	The output configuration parameter is missing for a process.	Add a report spooler location or file name to the configuration (catalog export or import).
3354	Adding volumes in a SECONDARY Data Store %s is not allowed. Volumes must be created by the Catalog import function.	The definition of the tape volumes of a SECONDARY Data Store can only be a copy of the definition of the volumes in the corresponding PRIMARY Data Store.	Retrieve the BackBox volumes definition from a primary site, using catalog export/import functions.
3355	Primary and secondary volume groups cannot have the same DSM/TC VOLCAT %s. DSM/TC data will not be imported for Volume group %s. This check can be disabled in the Catalog import configuration.	The same DSM/TC volcat between primary and secondary sites is not allowed.	Change the DSM/TC volcat and filecat on the secondary side. If the DSM/TC catalog name (that must be qualified by node name) is the same, change the Data Store Import configuration to enable “Import to the secondary system which is different from the primary system, but it shares the same node name as the primary system”.
3356	Invalid or unqualified DSM/TC filecat name %s.	The DSM/TC filecat configured in a SECONDARY volume group must be qualified by a node name, and known by the MEDIASRV running on this node.	Modify the volume group configuration of SECONDARY volume groups.
3357	Invalid or unqualified DSM/TC volcat name %s.	The DSM/TC volcat configured in the volume group must be qualified by a node name and known by the	Modify the volume groups configuration.

Event Message Number	Message	Explanation	Action/Comment
		MEDIASRV running on this node.	
3358	The DSM/TC not updated for volume group %s. Invalid DSM/TC pool '%s'. %s.	The pool name configured in a volume group is not a valid DSM/TC pool name.	Change the name of the DSM/TC pool or volcat in the volume group configuration. If a MEDIASRV return-code is reported in this message, look up for return-code explanations in the HPE manual DSM/TC Management Programming Manual.
3359	The DSM/TC filecat %s associated with the volume group %s is the default filecat in the system MEDIADEFS. This is forbidden when the Data Store is configured to change the node of the file name of the DISKFILE entries, to import in the DSM/TC.	The Data Store Catalog import configuration contains settings to change the node part in the file names of backed-up disk files. This is forbidden when the disk file names to import are cataloged in the default FILECAT.	Consult the BackBox Catalog Sync Option manual. Create a separate FILECAT to receive DISKFILE entries whose disk file name is altered.
3360	Info media defs for node %s rejected by MEDIASRV code %d. %s.	Unable to execute the programmatic equivalent of the MEDIACOM command INFO MEDIADEFS.	Look up for return-code explanations in the HPE DSM/TC Management Programming Manual.
3361	Domain configuration file (BBSVCFG) invalid or not available. %s.	The domain configuration is not accessible.	Look for the error details in the message.
3362	Cannot extract DISKFILEs to %s, %s %s is missing.	The DISKFILEs cataloged in DSM/TC for a volume cannot be read in the DSM/TC database.	Analyze the error detail. Verify the presence of DISKFILE entries through MEDIACOM INFO DISKFILE commands. Restart the catalog export operation.
3365	DSM/TC access disabled for volume group %s. Invalid file-cat '%s'. %s.	The initial configuration validation of a catalog import detects a configuration error for a volume group associated with the DSM/TC.	Verify the volume group configuration in the domain. A DSM/TC file catalog must be associated with the volume group that is associated with the DSM/TC and a SECONDARY Data Store.
3366	Function not implemented. %s %s.	The software version cannot execute the operation.	This might be displayed by intermediate / beta versions.
3367	Invalid action '%s' on mount request %s.%ld.	The MEDIACOM verb to apply on a mount request is invalid.	Contact Product Support.

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3368	Mount request %s.%ld unknown in MEDIACOM.	A MEDIACOM action cannot be applied because the mount request is no more pending in MEDIACOM.	The mount request could have disappeared. Query the node status again.
3369	%s command successfully executed on mount request %s.%ld%s.	A MEDIACOM command such as REJECT, was applied on the mount request.	None.
3370	Domain license warning. The number of configured ports (%d SCSI ports, %d FC ports) for VTC %s address %s, exceeds the licensed limits (%d SCSI ports, %d FC ports).	The license will not allow concurrent use of all configured ports. Ports can be configured beyondlicense limits, only for “fail-over” purposes. This is displayed in EMS when the domain configuration is updated.	None.
3371	Error loading Back- box Device Status reply from: port %d for device LUN %d target %d not known by VTC.	A VTC rejects a request because it refers to a port/device that is not defined by the internal VTC configuration (FCConfig.txt or VTConfig.txt).	In the UI, on VTC configuration page, verify that the domain configuration matches the internal VTC configuration. Verify if the SCF device con- figuration matches also (check WWN). If necessary, modify FCConfig.txt or VTConfig.txt in the VTC.
3372	No drive is configured.	A status query in the BackBox UI has no data to return, as there is no tape drive configured.	Have a virtual tape drive minimally configured in a non-disabled VTC before querying the status.
3373	MountId: %s. Volume %s still not loaded after %d minutes, exceeds the configured warning threshold of %d minutes. Request time was %s.	The configured maximum delay for loading a tape volume has been reached.	Analyze EMS messages since the mount request in the node where the volume is requested. If the Domain Manager is running in another node, also check the EMS in this other node. Adjust the maximum mount delay in the domain configuration Domain Page.
3374	%ld drives not supporting %s media type.	While searching a tape drive for replying to a load request, some drives were not eligible because of not supporting the requested media type. This is a sub- message included in message #3227.	Verify the media type in the domain configuration, Volume Group Page. If DSM/TC, verify the media type of the TAPEVOLUME.
3375	Domain configuration has changed. Configuration version cached in the UI	During a BackBox UI session, the domain configuration has been changed by another session.	The UI manages this condition internally by issuing additional “Get Config” requests.

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	session: %s, new version of %s configuration: %s.		If the condition is visible, query the configuration again to be sure the cache is updated.
3377	Device %s.%s status unavailable from MEDIASRV.	The status of a tape drive cannot be retrieved from MEDIASRV; the drive cannot be used for loading a volume.	Verify if the tape drive is configured in SCF.
3378	%ld drives not free in NonStop.	This is a sub-message included in message #3227, reporting the number of tape drives that cannot be used for loading a volume, because of their status in SCF/MEDIACOM.	None. This is just additional information to understand why a mount request is not processed.
3379	MountId: %s. Loading %s on %s %s exceeds encryption license limits.	A mount request is rejected because the license limits are already reached by con- current operations (number of ports, number of encryption drives).	Wait for end of concurrent backups and restores; automatic retries will use a freed up drive.
3381	MountId: %s. Volume %s is requested outside the control of the DSM/TC that is associated with its volume group %s. It should be requested through a TAPECATALOG DEFINE, not a define class of %s. Several errors can occur.	A volume assumed to be cataloged in the DSM/TC is requested by something different from a TAPECATALOG DEFINE. A mount for output will be rejected by the DSM/TC. A mount for input might fail because the Windows files of a SCRATCH volume do not exits.	Volumes associated with the DSM/TC should be used through OBEY files and TAPECATALOG DEFINE's.
3382	Domain license warning. The number of configured encryption drives (% d) for VTC %s address %s exceeds the licensed number of encryption drives (% d).	The license will not allow concurrent use of all configured LTO4 drives. LTO4 drives can be configured beyond license limits only for fail-over purposes. This is displayed in the EMS when the domain configuration is updated.	None.
3383	Pre-load for volume %s continuation of % s is not initiated. Volume already loaded on drive %s.	In the restore from a multi- volume backup, the next volume is already loaded when pre- load is about to execute. Pre-load is just not executed.	None.
3385	Virtualization initiated on %ld devices in VTC %s. %s.	A virtualization of physical media is either initiated or rejected.	Be sure the first media is already loaded or will be loaded before the timeout.
3386	Materialization [not] initiated in VTC %s on device %s. code %ld %s.	A materialization of virtual media is either initiated or rejected.	Be sure the media is already loaded or will be loaded before the timeout.
3387	Renaming old statistics file %s (reclen %ld) to %s, to recreate it with new reclen %ld.	A BackBox upgrade changes the maximum record length of the statistics file, requiring to split the current statistics file into two files. The old format is renamed with a special name that will still be considered by the selection for the statistics reports.	After some version changes back and forth, it may happen that the special file already exists and the rename failure is reported with error 10

Event Message Number	Message	Explanation	Action/Comment
		The new format will receive new statistics records.	in the EMS. In this state, statistics are no more accumulated until the current file is recreated with RECLEN 4000. The current file can also be simply deleted; and the next event will recreate the correct current file.
3388	Deletion of old statistics file %s %s.	A statistics file is deleted according to the retention configured in the UI domain page.	None.
3389	Error in domain con- figuration hash: %s. Con- figuration protected by hash is reset. Try/retry updating the domain configuration.	Internal error.	Contact Product Support.
3390	User %s (%s) not authorized to update the protected configuration item '% s', that only %s and % s user ids can modify.	The BackBox software reserves the modification of a few configuration items to some specific user-ids.	For information about a specific item, refer to the product user manual. Sign on in the UI with the specified user-id.
3391	BBSV was running SUPER.SUPER. Full SIGNON for user %s executed even if 'Run interactive processes under SIGNON user ID' is un-checked.	BBSV was running SUPER.SUPER. Full SIGNON for user %s executed even if 'Run interactive processes under SIGNON user ID' is un-checked.	Refer to the product user manual.
3393	Invalid Key Manager ID %s.	A Key manager ID is unknown in the domain configuration.	Configure the missing Key Manager or remove the reference to it.
3395	Global availability of Key Man- ager %s: error/warning/succes s.	Summary result of the functionality of a Key Manager.	Examine the detail of the test reply, error messages and test report.
3396	Client for Key Manager %s type %s is not configured (or VLE drives not connected) for VTC % s that is route to %s for Volume group %s.	When the encryption is enabled for a Volume group, all VTCs that are routes to the associated Data Store must be able to join the Key Manager, i.e they must be a client for this Key Manager. This test is made for all Volume Groups and failed for the specified Volume Group.	Add a VTC client or a VLE CLIM client connected to one of the VTC virtual drives to the configuration of this Key Manager.
3397	%s is defined as a Client to the Key Manager %s, but there is no VTC with this name.	A VTC is defined as a Key Manager client, but does not exist anymore in the con- figuration as a VTC.	Configuration corruption. Remove the Key Manager client or define the VTC.
3398	Device %s %s. %s (% s) reserved for HP VLE, is not UP (status %s).	In the VTC domain configuration, a tape device is set for HPE VLE but is not usable because it is not UP.	Start the device in SCF and verify that the VTC reports it as FREE in the UI Status page or the VTC configuration

Event Message Number	Message	Explanation	Action/Comment
			page.
3400	No encryption on Volume Group %s Data Store %s for NonStop %s using the Key Manager %s.	There is no possible load of encrypted volumes for the specified Volume Group.	See other error messages reported by the Key Manager test page.
3401	MountId: %s. Decrypting volume % s using Key Man- ager '%s' is impossible: Key Manager %s not configured.	A Mount Request is rejected because the Key Manager required to read and decrypt the volume is not configured in the Domain.	Configure the Key Manager ID associated with this volume.
3402	MountId: %s. Encrypting volume % s in group %s using Key Manager '%'s is impossible: Key Manager not configured.	A mount request is rejected because the Key Manager required to encrypt and write the volume is not configured in the Domain.	Configure the Key Manager ID associated with this Volume Group.
3403	MountId: %s. Impossible to decrypt volume %s using the Key Manager %s %s when the Volume group %s is configured for writing using the different Key Manager %s %s.	A mount request is rejected because, when HPE VLE is involved, the same Key manager must be used for both the decryption (Key manager associated to the volume) and the encryption (Key manager associated to the Volume group).	Modify the BackBox configuration.
3404	Timeout, more than % ld seconds executing %s command '%s' on node %s.	A query has been submitted by starting a NonStop system utility that does not end in expected time.	If this symptom is explained by a temporary system global state, retry the command.
3405	%ld drives without client to Key Manager %s for decrypting.	Part of a message #3227 "No available resource to mount...". Some drives cannot be used because they are not associated with any Key Manager client: no VTC Client and no VLE CLIM Client.	If HPE VLE devices are down, start them using SCF.
3406	%ld drives not connected to an expected VLE CLIM, or non LTO4 request.	Part of a message #3227 "No available resource to mount...". Some drives cannot be used as VLE drives because they are not on a CLIM that is configured as a client to the Key Manager or because the volume media is not LTO4 type.	If HPE VLE must be used, ensure that: - The Volume group is configured for LTO4 - If DSM/TC, the volumes are cataloged as LTO4 tape volumes.
3407	No ETI-NET Key Manager client configured for Key Manager %s %s. Encryption/decryptio n impossible.	In "VTC ONLY" Key Manager setup, a VTC client must be configured in the Key Ma ager for all VTCs that are routes for the encrypted volumes.	Modify the BackBox configuration.
3408	No client in VTC %s for Key Manager %s %s (no VTC client configured and no drive connected to VLE CLIMs).	In "VLE INTEROPERABILITY" setup, VTC clients and/or CLIM clients must be configured in the Key Manager.	Modify the BackBox configuration. If some or all clients are VLE CLIM, verify that the media type of the volume is LTO4 in the

Event Message Number	Message	Explanation	Action/Comment
	Encryption/decryption impossible.		DSM/TC and in the BackBox Volume group.
3409	No drive in the domain is currently connected to VLE CLIM %s.	A VLE CLIM is configured as a Key Manager client, but no drive is set for encryption in SCF and connected to the specified CLIM.	
3410	Key Manager %s is not needed to encrypt new backups for any Volume Group (but might still be required to decrypt old volumes that were encrypted with different Volume Group configuration).	A Key Manager ID is no more referred by any specific Volume Group. But it might still be referred by a Volume that was encrypted with a different Volume Group configuration: i.e. the key server might contain the encryption key required to restore it from this Tape Volume.	The report BB038 can be checked to verify the volumes whose encryption key is stored in this Key Manager. The deletion of the Key Manager can also be attempted: the deletion will be rejected if any volume of the domain still needs this Key Manager.
3411	Some Volume Groups have no connectivity at all to the Key Manager %s.	Encrypted backups are impossible for some Volume Groups. Even if there are several VTCs routes to the Data Store, none of the VTCs can connect to Key Manager	Verify the configuration in the Domain.
3412	%ld VLE drives not usable without HP VLE encryption on LTO4 media.	Part of a message #3227 “No available resource to mount...”. Some drives configured for VLE in SCF cannot be used because the volume media type is not LTO4 or because they are not associated with a CLIM that is defined as a VLE CLIM client for the Key Manager.	
3413	Volume %s was encrypted with Key Manager %s that is missing in the configuration. Volume is cataloged locally, but restore is impossible until %s is configured in the local domain.	A Key Manager is missing in the BackBox configuration, making a volume impossible to decrypt.	Configure the missing Key Manager in BackBox , the key clients and the server.
3414	Primary Volume Group %s is configured for Key Manager %s that is missing in the local domain configuration. Decryption of replicated volumes will be impossible until the Key Manager is con- figured.	A Key Manager is missing in the local domain where a Catalog Import is executing. The imported volumes cannot be decrypted until the Key Manager is configured under the displayed Key Manager ID.	Configure the missing Key Manager in BackBox , the key clients and the server.
3415	Primary Volume Group %s is configured for %s Key Manager %s while local Volume Group %	There is a mismatch on the Key Manager ID while a Catalog import is executing. The local Volume Group does not refer to the same Key Manager ID as the primary Volume Group.	This is a warning. It is expected that the Key Managers on both primary and secondary sides are either

Event Message Number	Message	Explanation	Action/Comment
	s is configured for the different Key Manager %s. BackBox logical Key Man- ager IDs are usually identical when pointing to replicated Key Managers.		identical or mirrored. Use the same Key Manager ID for best results.
3416	VTC %s has no encryption drive authorized in the BackBox license.	A VTC that is routed for a Volume Group requiring encryption is not licensed for encryption (by the BackBox license).	No virtual drive presented by this VTC can be used for loading the volumes of this Volume Group. If no other VTC is licensed, these volumes cannot be operated at all.
3418	Key Manager %s cannot be deleted, as it is needed by the Volume Group %s.	An attempt to delete a Key Manager is rejected because it is still used.	None.
3419	Key Manager %s cannot be deleted, as it is needed by the volume %s and other %ld volumes.	An attempt to delete a Key Manager is rejected because it is still needed to restore Old Volumes.	The report OBB038 can be used to list all volumes encrypted with a key stored in this Key Manager.
3420	Automatic change to the Domain configuration: Host name for VTC %s changed from '%s' to '%s'.	A connection to a VTC reveals a new host name that must be registered in the domain configuration.	Check the BackBox license key.
3421	The DSM/TC must be replicated to a dedicated catalog. %s %s cannot be the replication target for Volume Group %s %s, because it is also updated by Volume Group %s. This check can be disabled in the 'Catalog Sync Import' page of the Data Store configuration.	The DSMCT volcat or filecat configured for a Secondary Data Store or for associated Volume group is also used by another secondary DataStore or by local backups (i.e. Primary Data Store). The different sources updating this catalog creates a risk of collision on TAPEVOLUME labels and on TAPEFILE fileid, leading to data corruption in the DSM/TC.	If the user is able to manually control the combined TAPEVOLUME and TAPEFILE in the merged catalog, then this option can be disabled in the Data Store Catalog. Import configuration of the Data Store by selecting “Allow to store replicated DSM/TC entries in a local DSM/TC catalog that is not dedicated to this replication (i.e. merged with other replications or with local backups)”.
3422	Error %ld while opening FULL file in the export destination '%s'. Export of Data Store %s catalogs aborted.	Guardian rejects the opening of the control file in the export staging area.	Check the Guardian error code and the file name (FULL - qualified by the export destination). The most common error is that the remote export destination is not

Event Message Number	Message	Explanation	Action/Comment
			available. Wait for the reconnected Expand to re- submit FULL export.
3423	Data Store %s has no route with functional encryption for Key Manager %s.	No VTC configured as a route to the named Data Store can present a virtual tape with functional encryption.	Modify BackBox configuration (or wait for VTCs to be started).
3424	VTC %s is not an active route for any Volume group refer- ring the Key Manager %s. Key Manager client connectivity from %s is not needed to encrypt new backups, but might be required to decrypt old volumes that were encrypted with different Volume Group configurations.	A VTC is configured as a client of the Key Manager. This client is not needed for any new backups in this domain, but it might be needed for Restore.	This may be a valid intermediate option while the implementation of encryption is not completed. Do not forget to enable the encryption in the Volume Groups.
3425	Error %ld %s for? the import- export staging %s '%s'.	IO error occurring during access to the import-export staging area.	Refer to the Guardian Error Messages Manual on how to fix this error.
3426	%ld drives without client to Key Manager %s for encrypting.	Part of a message #3227 “No available resource to mount...”. Some drives cannot be used because they have no con- figured client to the Key Manager identified by the Volume Group.	
3427	Error %ld %s '%s' containing result of command '%s'.	Error when executing a NonStop utility to query the NonStop configuration. The message names the disk file given as an “OUT” file to the utility.	When the error code is specifically 40, refer to Error Triggering a NonStop Utility
3428	Error reading '%s' containing the result of command '%s': %s.	Error when analyzing the out- put of a NonStop utility reporting a NonStop configuration.	Contact ETI-NET support.
3429	Anomaly getting tape con- figurationfrom %s: %s. %s.	Error or warning when analyzing the output of a NonStop utility reporting NonStop configuration.	Case “ Host lun %ld in clim %s from climcmd lunmgr -- print was not memorized from scf info clim”: A tape drive was discovered by a CLIM, but not defined as a TAPE in SCF. This might be: left as is, fixed’ by a TAPE defined in SCF, fixed’ by reducing the number of supported virtual drives in the FCConfig.txt file of the VTC (it is necessary to restart the Emulator Windows). Case “VLE tape %s returned by STATUS TAPE was not stored from INFO CLIM”: Discrepancy was found

Event Message Number	Message	Explanation	Action/Comment
			between two query out- puts. Retry once, before contacting Product Support
3430	%ld VLE drives not connected to the CLIMs associated with the Key Manager %s.	This message is embedded in msg 3227 reporting a failed load.	Fix the configuration of the Key Manager.
3431	%ld drives reserved for explicit allocation only, or do not match explicit allocation.	This message is embedded in msg 3227 reporting a failed load.	None. When a drive without reservation becomes unloaded, the load will be successful.
3432	Special character '%s' in '%s' is forbidden for %Store ID".	The syntax of the entered value is not supported.	Enter a value without the special character.
3433	No Volume Group in the domain configuration refers to a tape catalog in node %s.	A virtualization is submitted by searching the tape catalogs in a given node, but the BackBox configuration does not refer to any specific tape catalog in this node.	Verify the tape catalog specified in the configuration of all possible Volume Groups.
3435	Volume %s label type %s was not found in the NonStop tape catalogs configured in the Domain for node %s.	A virtualization is submitted by searching the tape catalogs, but the volume with specified label and label type was not found.	Verify the tape catalog specified in the configuration of all possible Volume Groups.
3436	The catalog type of Volume group %s is % s. The Volume Group must be NOT CATALOGUED when it is a default group after a search in NonStop catalogs.	A virtualization is submitted by searching the tape catalogs and a default Volume Group is specified for volumes not found in the catalog. This default Volume group points to a tape catalog, when it should be specified for NON- CATALOGED volumes.	Choose a default Volume Group configured for No catalog.
3437	Media type of volume %s changed from %s to %s in %s %s, to match the con- figuration of the Volume Group %s.	A new volume is registered in the BackBox domain from an entry in the DSM/TC. The media type of the DSM/TC TAPEVOLUME is updated to match the Volume Group configuration.	Data provided for information purposes only.
3438	Unexpected MEDIACOM reply to command '%s': %s.	A command was issued through the MEDIACOM pro- gram, but the received reply is not one expected by the BackBox software.	If the received message reply does not provide case resolution, contact Product Support.
3439	Unexpected status '% s' in QTOS catalog %s for volume %s, assumed to be '%s'.	An unexpected value is found for a volume status in the QTOS catalog.	Contact Product Support.
3440	Volume %s is a member of the Volume Group %s defined with the QTOS catalog %s, but the label is either not	An error is detected when accessing the QTOS catalog to obtain the status of a tape volume.	Verify the configuration of the Volume Group. Subsequently delete the volume in the BackBox Domain that

Event Message Number	Message	Explanation	Action/Comment
	found at all or found with an unexpected status in the QTOS catalog. Check configuration.		was deleted in the QTOS.
3441	The status %s of volume %sin the QTOS catalog %s does not allow deletion. Deletion requires the status SCRATCH, BAD or UNKNOWN.	A QTOS volume is deleted in the Domain, but the volume is still present in the QTOS and it looks like it contains a non-expired backup.	Verify the content of the volume in the QTOS. Update the status or delete the volume in the QTOS to allow deletion in BackBox.
3442	Volume %s with labels %s and status %s is found in %s (Volume Group: %s), while searching labels %s and status %s. This mismatched catalog entry is ignored and searching continues in other catalogs.	A virtualization is submitted when searching the tape catalogs. During the search, half-matches are found and ignored.	To achieve a successful search, all labels, label types and status must match the cataloged entry. If there is an inconsistency when searching / checking all labels, label types and status, bypass this check and configure the Volume Group for non-cataloged volumes.
3443	Volume %s with labels %s and status %s is found in %s (Volume Group: %s) among other catalogs. All occurrences of catalog entries are ignored.	A virtualization is submitted when searching the tape catalogs. There are multiple matches.	A single match must be found for a successful search. Remove the extra Volume Groups or update their configuration for " non- cataloged volumes".
3444	Cannot materialize on the device %s in VTC %s. Devices emulated by VTC are for virtualization only.	It is not possible to achieve materialization on a device that is directly connected to a third-party VTS.	Attach a physical drive for materializations.
3445	Automatically importing the SCRATCH volume %s requested by a backup, and found in the NonStop catalog %s, (Volume Group: %s).	$ZSVR issued a mount request for an unknown volume in the Domain. If the AutoScratch option is on and a tape volume with a name not defined in the BackBox, but in a Mediacom Pool associated with a BackBox volume group, that volume will be added to the BackBox catalog in the specified volume group. The volume is automatically added to BackBox.	Data provided for information purposes only.
3446	Errors or warning detected while verifying the access to storage of Data Store %s. Check in Storage Admin page and in EMS.	A verification of the storage availability was executed and errors were detected. The current operation (a creation of tape volumes, for instance) might be successful, but the configured resources may not be fully available. For example, one of the VTCs cannot access a file server.	Verify all BackBox messages generated in the EMS during the operation, as various errors/message numbers may be present. Test the access to the Data Store in the Storage Admin page,

Event Message Number	Message	Explanation	Action/Comment
			by successively choosing all routes to the Data Store.
3447	Process %s initiated to import %s from the catalog %s (Volume Group %s).	An "Import from Tape Catalog" was initiated by the UI to register volumes in the BackBox Domain, already known in a NonStop tape catalog. The process will run in the background.	Data provided for information purposes only. Verify the messages in EMS up to the end message #3448.
3448	Process %s import from the catalog %s to Volume Group %s ended. %s volumes were created in BackBox , %s volumes were migrated from other Volume Groups.	An "Import from Tape Catalog" has been completed.	Data provided for information purposes only. Verify the number of processed volumes.
3449	Cannot import volumes from catalog %s to Volume Group %s because the BackBox has no interface with this catalog type.	An "Import from Tape Catalog" is initiated from a tape catalog that is not supported by BackBox.	None.
3450	NonStop session started on %s exceeds the maximum of 240 minutes. Session ended.	A domain activity reaches the maximum duration. This applies specially to the UI pages with Auto-Refresh.	None.
3453	Volume %s is requested in Volume Group %s linked with the QTOS catalog %s vault %s. %s. Auto-scratch not executed.	A QTOS volume is requested by a mount request and there is a mismatch between the BackBox and QTOS. The auto-scratch function is not executed.	Verify that the vault specified in the BackBox Volume Group matches the QTOS vault.
3454	MountId: %s. Label requested was %s, label %s is now requested by $ZSVR. %s".	While a mount request is pending, $ZSVR re-evaluates the label to load for this same Mount Id.	Data provided for information purposes only.
3455	Migration of volume %s, from Volume group %s and Data Store %s, to Volume group %s and Data Store %s.	An "Import from Tape Catalog" was initiated for a Volume Group. A tape volume is already known in the BackBox catalog, but with a different Volume Group. The tape volume is re- assigned to the new Volume Group.	Verify that this result is the expected result. Eventually, modify the configuration of the Volume Groups and re-execute the "Import from Tape Catalog".
3456	Error exporting a DISKFILE written on several volumes. Error %ld %s %s destination file '%s', Data Store %s. Export continues, MEDIACOM RECOVER might not work.	During a catalog export, an error occurs for a DISKFILE written on several tape volumes. When the result of this operation is imported in the secondary site, the DISKFILE split in two tape volumes might be incompletely cataloged. This will not affect the execution of the RESTORE program. MEDIACOM RECOVER might not work, depending on the disk files to restore.	Contact Product Support.

Event Message Number	Message	Explanation	Action/Comment
3457	Unload %s from drive %s.%s rejected. The volume status %s does not allow unloading.	Incompatible actions.	After related operation completed: • Verify the drive status in the UI, Status Node page. • Verify the status of the volume In the Volume List page.
3458	MountId: %s. Automatic load for volume %s disabled as long as the migration to BackBox is %s in Volume Group %s.	Mount request automation disabled by the Volume Group configuration setting “Migrate to BackBox”.	None, if the result obtained is the expected result.
3459	Error %d %s output OBEY file %s preparing virtualization job for Volume Group %s.	File access error in Virtualization automation.	Specify another OBEYFILE name.
3460	OBEY file %s successfully pre- pared to virtualize % ld volumes in Volume Group %s.	The preparation of a virtualization has completed.	None.
3461	'%s' is an invalid output destination for %s: %s.	A configured output is invalid. The syntax is invalid or the included process name is not a running process.	Review the output specification or start the required process.
3462	%ld is not a valid base to compute a series of tape labels.	When creating tape volumes, the base to compute the next label can be only 10, 16 or 36.	This is normally a user selection in the UI. Verify that the UI and the Domain Manager BBSV are of the same version.
3463	Obsolete domain con- figuration elements will be removed at next con- figuration update: %s.	Information provided after an upgrade.	Keep track of the reported element names until the new environment is fully verified. If Product Support is contacted, provide this information.
3464	VTC %s is not an available route to DataStore %s. %s.	A VTC cannot be connected by TCP/IP for sending control messages.	Search for previous error messages in EMS.
3465	Operation %s on Data Store %s: volume %s skipped because it belongs to %s %s rather than the expected %s.	A batch job run for a WINDISK DataStore hit a volume that does not belong to the expected Data Store or Volume Group. This happens when different Data Stores point to the same disk directories.	Create distinct directories for different Data Stores and move the proper Windows files in the proper directory.
3466	%s rejected for multiple errors, verify all messages.	Indication that the UI receives a list of warnings or error messages.	Verify all messages before continuing in the UI.
3467	File %s not found. It will not be recreated empty because it is accessed in read-only mode.	Operational files such as the BackBox catalog VOLUME are recreated empty when not found. This creation is not executed when the file is accessed for read only.	Use a function that accesses the file in the update mode to have the file recreated. For the VOLUME file, create

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			a new virtual volume.
3468	'%s' is not a valid sub-volume for %s (%s).	A Guardian disk subvolume specified in the configuration is invalid.	Enter a valid sub-volume.
3469	Guardian node '%s' is invalid or not available. Cannot verify if the serial number is licensed.	The named node cannot be queried to get its serial number. Actual license validation is postponed.	Double-check the node name for which virtual tape devices are configured (Configuration tab, VTC page).
3470	License key missing in the domain configuration.	The license key is not yet entered in the configuration.	In the UI, Configuration, Domain page, enter the license key as provided by Product Support.
3471	Invalid DSM/TC volcat '%s' or pool '%s' for Volume Group %s.	The configuration contains a Volume Group with an invalid DSM/TC volcat & pool.	Use MEDIACOM to validate the volcat and pool names (volcat must be qualified by the node name). Use the UI to fix the Volume Group configuration.
3472	SSL %s on %s socket with %s %s fails. Error %ld, %s.	A call to the NonStop SSL library for the specified socket is rejected.	Use the returned code and text with the documentation of the SSL provider.
3473	SSL %s on %s %s fails. Error %ld.	A call to the NonStop SSL library is rejected.	Use the returned code and text with the documentation of the SSL provider.
3474	Define %s %s is missing.	A DEFINE is missing in the program TACL environment.	Refer to the documentation of the program issuing the message.
3475	Error %ld %s the bbsetup file '%s'.	An error occurred in the reading of the BBSETUP file.	Update the NonStop environment to allow the access to BBSETUP.
3476	Error parsing the bbsetup file '%s, section %s': %s.	The TACL macro syntax cannot be parsed.	TEDIT BBSETUP to verify the syntax of TACL macro sections.
3477	Domain configuration %s updated by %s.	Information only. The domain configuration has been updated by the specified user.	No specific action required.
3478	Catalog %s.VOLUME updated by %s. %ld volume (s) %s, from %s to %s.	Information only. The BackBox catalog virtual volumes has been changed by the specified user.	No specific action required.
3479	SSL library error %ld (= %s) on socket %ld %s %s %s, remote addr:%s port:%s, %s.	A socket action through the NonStop SSL library returned an error.	Interpret errors > 0 as regular NonStop socket error. Interpret errors < 0 as OpenSSL error or error from the NonStop SSL product.
3480	File %s is not available, error- r=%d. (%s).	A NonStop file is not available.	Update the NonStop environment to allow access to BBSETUP.
3481	TCP/IP connection with SSL from %s %s	The Domain Manager BBSV that is not set for SSL received a SSL request.	Enable SSL in the NonStop programs

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	is rejected. Domain Manager BBSV not set for SSL.		(macro BB051_ RELINK) or disable SSL in the client UI or VTC.
3482	%ld drives not running on the same CPU %s as the tape application.	Mandatory CPU affinity cannot be respected.	Wait for a free tape IOP running on the requested CPU or modify the NSK profile in the Domain configuration to remove the CPU affinity obligation.
3483	Error %ld in %s reply by VTC %s - %s.	A VTC returns an error code to a Domain Manager request.	Refer to the code and text returned by the VTC.
3484	NSK tape {virtualization | materialization} waiting %s minutes for an input tape to be loaded on drive %s.	BB055 programs wait for an input volume to be loaded.	Load a volume to virtualize (or to materialize).
3485	NSK tape {virtualization | materialization}: input volume %s (labels %s) is loaded. %s.	The volume to duplicate is identified.	None.
3486	NSK tape {virtualization | materialization} ready to copy volumes from %s to %s. Volume Group is %s.	BB055 program acquired its parameters and it can open the two tape drives.	None.
3487	NSK tape {virtualization | materialization} of volume %s (labels % s) successful. %s %s data and %s file-marks copied.	Successful end of a volume copy; copied data size and file-marks are displayed.	None.
3488	NSK tape {virtualization | materialization} of volume %s UNSUCCESSFUL. %s %s. %s MB data copied.	The copy of a volume failed for the specified reason.	Analyze the error description.
3489	NSK tape {virtualization | materialization} is idle. Stops after waiting %s minutes for a tape to be loaded on drive %s.	Timeout waiting for an input volume to be loaded.	None. Eventually, set the wait time as needed by the “PARAM IDLEWAIT minutes”.
3490	NSK tape {virtualization | materialization} aborts %s %s.	The copy aborts for the specified reason.	Analyze the error description.
3491	NSK tape {virtualization | materialization}	This message follows another error message, reporting why the volume will not be copied.	None. Load the next input volume after this

Event Message Number	Message	Explanation	Action/Comment
	skipping input volume %s.		skipped volume has been unloaded.
3492	Domain license violation. Device %s directly connected to VTS in %s for Virtualization/Materialization, is not licensed.	The feature is not licensed.	Contact Product Support to obtain an appropriate license key.
3493	Client %s %s %s (message version %d) does not support the configured %s requiring version %s.	A back-level component connects to the Domain Manager.	Upgrade the client component.
3494	Server %s %s %s (version %s) does not support the configured %s requiring version %s.	The Domain Manager connects to a VTC that is back- level.	Upgrade the server component.
3495	NSK tape virtualization / materialization ends. %s volumes successfully copied for %s %s. %s volumes skipped.	BB055 tape copy reports the end of the processing.	None.
3496	DSMTC DISKFILE catalog import for volume %s does not fit in a single TMF trans- action. Commit forced after %s DISK FILES.	Catalog import forces a commit before the end of TAPEFILE, according to the setting in Catalog import configuration page.	If the import process abends, use MEDIACOM to delete the incompletely registered TAPEFILE before resubmitting the Catalog Import.
3497	No path configured in the Copy Pool of the Data Store %s for running the Copy Sync program.	The Data Store configuration is inconsistent.	Either remove the Copy Sync request in the advanced Data Store configuration or add a path in the Copy Pool of the Data Store configuration.
3498	{Backup|copy} scripts will be submitted for Data Store %s %s by process %s.	The scripts will be submitted in the background by the Domain Manager running in NonStop.	None.
3499	{Backup|copy} script submission for %s rejected by %s with error %ld - %s.	A script cannot be submitted for the included error text.	Analyze the reason for the error. After correction, resubmit for a volume through the Volume detail page or for the whole Data Store through the Storage Admin Page.
3501	CONNECT to BB-DOMAIN SERVER failure, error %1.	The EMS Extractor failed to connect to the Domain Manager.	Refer to the HPE NonStop TCP/IP Programming Manual. Socket errors.
3502	WRITE to BB_DOMAIN SERVER failure, error %1.	The EMS Extractor failed to connect to send data to the Domain Manager.	Refer to the HPE NonStop TCP/IP Programming Manual Socket errors.

Event Message Number	Message	Explanation	Action/Comment
3503	READ from BB_DOMAIN SERVER failure, error %1.	The EMS Extractor failed to connect to read data from the Domain Manager.	Refer to the HPE NonStop TCP/IP Programming Manual Possibility of socket errors.
3505	Domain Manager reply: %s.	A GET Pending Mounts to the EMS Extractor, was rejected by the Domain Manager.	Refer to the reply message of the Domain Manager.
3506	Max Retries (%1) reached for load request %1 on %2. No more retries.	The number of retries reached the max-failsafe-retries configured for the EMS Extractor.	Check the status of virtual devices. Check the BBEXTCFG configuration file.
3507	MAX-PENDING-MOUNTS(%1) reached.	An internal limit was reached.	Contact Product Support.
3508	BBEXT must be started by a user in SUPER group, current user: %1.	The EMS Extractor must run under a User ID in the SUPER group.	Restart BBEXT with a User ID in the SUPER group.
3509	Running BBEXT requires INFILE: run BBEXT/in BBEXTCFG ,name/.	BBEXT needs a configuration file in its standard input.	Check the TACL RUN command or the SCF definition that registers BBEXT as a permanent process.
3510	Unable to get required parameter from EMS- event: %1 error, ignoring this mount.	BBECT is unable to extract a tape-related event from the EMS.	None, if no other symptoms occur.
3511	%s loaded in VT Controller at %s for mount request %ld, but the request is still pending. Load being retried.	A volume load was successful, but the mountId is still in the list of pending mounts. A new attempt is executed.	Check the outcome of the retry.
3512	Loading of %s initiated in VT Controller at %s for request %ld, but the request is still pending.	A volume load was successfully initiated, but the mountId is still in the list of pending mounts. A restore script was initiated, but did not complete successfully yet.	Check the log of the restore script.
3513	BBEXT config error: %s.	There is an error in the BBEXTCFG file.	Refer to the BBEXT section of the Installation chapter.
3514	BBEXT cannot open EMS filter file %s, errno=%d.	The EMS filter that reduces the traffic between the EMS distributor and BBEXT cannot be opened.	Verify the EMS filter file name in the file BBEXTCFG and the file security. The distributed EMS file is named EMSFILT1.
3516	Pre-load for volume %ld %s continuation of %s is not initiated. %s was already requested on %s by the mount-id %ld.	Data provided for information purposes only.	None.
3517	EMS Extractor started for domain %s (BBEXT version).	Data provided for information purposes only.	None.

Event Message Number	Message	Explanation	Action/Comment
3518	Invalid label type %d associated with mount request %ld volume %s in MEDIASRV.	Unexpected code for the label type in a mount request description provided by MEDIASRV.	Report the warning to Product Support. Verify the correct volume loading for the tape application. Subsequently, load the volume through the web application.
3519	Mount request %ld for %s not sent to Domain Manager because of previous errors.	Refer to previous EMS messages.	Verify the correct volume loading for the tape application. Subsequently, load the volume through the web application.
3521	Mount request %ld is canceled/rejected: automatic unload of %s.	An EMS message reports the mount request is rejected by MEDIACOM, or canceled because the tape application stopped. An automatic unload is generated to free the device, in case it is already loading or loaded.	None.
3522	Automatic unload of %s that preloaded for a tape application process that is no longer running (%s.%d,%d started on %s).	The EMS Extractor detects a case where a loaded/loading volume will never be used by a tape application, consequently not unloaded after usage. An automatic unload is generated.	None.
3523	Unable to extract %s token from EMS event #%d %s, event ignored.	Error parsing an EMS event.	Contact Product Support.
3524	Unable to process the mount request %d with the requested label '%s'. Request ignored.	BackBox is not able to process an entry in the list of pending mount requests reported by MEDIASRV.	If this request needs to be processed by BackBox, contact Product Support.
3525/3025	Invalid Session Token: %s received from %s for user: %s.	The UI session has used an invalid session-token to communicate with the BackBox Domain on NonStop. The session-token is used when user logs on UI with a PIN.	Re-log on to the BackBox domain again to obtain a new (valid) session-token. or Re-log on once more to the BackBox domain with normal USER/PASSWORD (no PIN/ leave the PIN field empty).
3526 / 3026	Account password of DataStore %1 %2 by %3	Information message (successful or failure) related to the DataStore Account Update result. (OBB004)	Take action based on the result message.
3527 / 3027	Account validation for DataStore %1 %2 %3 %4	Information message (successful or failure) related to the DataStore Account validation result. (OBB004B)	Take action based on the result message.
3528 / 3028	BBox Domain Catalog migration for DataStore %1 %2 by %3	Information message (successful or failure) related to the Domain Catalog migration result. (OBB005)	Take action based on the result message.

Event Message Number	Message	Explanation	Action/Comment
3529	The status of the volume %s in BackBox catalog is INCOMPLETE.	Sometimes a backup on a volume on NonStop is completed and has an ASSIGNED state in the DSM/TC or TMF catalog. However, the domain does not receive the completeness message for that volume from the VTC to update its status in the BackBox catalog.	Restore the volume with "LISTONLY , VERIFYTAPE ON", to verify the completeness of the backup data.
3530	BBext License Error on %s connecting to Domain on %s; Error %d: %s.	BackBox extractor license issue when connecting to the BackBox domain.	Verify BBSETUP set in OEXT (DEFINE =BACKBOX_BBSETUP), to check if the extractor (BBEXT) is licensed to connect to communicate with the Domain.
3531	BackBox Auto-Scratch-Creation tries to create %d new scratch volumes based on the configuration of volume group '%s'.	Informative message issued during the AutoScratch creation process.	None
3532	BBext license will expire on %04d-%02d-%02d.	Informative message.	None
3533	BBext license has expired on %04d-%02d-%02d.	Informative message.	None
3534	Found unsupported (%s) in BackBox configuration.	The old port type like SCSI type is no more supported by NonStop.	Remove the devices in the BackBox configuration.
4003	Error [rc] in #DEFINESETATTR [attrname] [value]	Error returned by the TACL function #DEFINESETATTR.	Refer to the HPE document TACL reference manual.
4510	%s: malloc error - %s.	Internal error.	Verify that the NonStop memory management operates normally. Contact Product Support.
5000	Error %1 starting the Tape Emulator.	Error at service start-up in a VT Controller.	Contact Product Support.
5001	Error opening the con- figurationfile (%1):%2.	The internal configuration file of a VT Controller is not available.	Contact Product Support.
5002	Configuration file contains invalid parameter (%1).	The internal configuration file of a VT Controller is invalid.	Contact Product Support.
5003	Error loading SCSI DLL (%1).	Internal error at VT Controller start-up.	Contact Product Support.
5004	Error creating the Virtual Tape Infrastructure.	Internal error at VT Controller start-up.	Contact Product Support.
5005	Error creating the Storage Infrastructure.	Internal error at VT Controller start-up.	Contact Product Support.
5006	Error processing the start sequence of the Tape Emulator.	Internal error at VT Controller start-up.	Contact Product Support.
5007	Device has no entry in	Internal error at VT Controller start-up.	Contact Product

Event Message Number	Message	Explanation	Action/Comment
	con- figuration file (% 1).		Support.
5008	Device %1.%2 already in use by tape %3.	A load request is rejected by the VT Controller because a volume is already mounted on the virtual device.	Manual load: Choose an alternate device, or retry later. Automatic load: Wait for automatic retries.
5009	Error malloc for storage (%1).	Internal error in VT Controller at load time.	Contact Product Support.
5010	Error opening the storage (%1 - (%2))	"Open" rejected by the Windows file system in the VT Controller.	Refer to the appropriate Microsoft documentation.
5011	Error reading the storage (%1 - (%2))	"Read" rejected by the Windows file system in the VT Controller.	Refer to the appropriate Microsoft documentation.
5012	Error writing the storage (%1 - (%2))	"Write" rejected by the Windows file system in the VT Controller.	Refer to the appropriate Microsoft documentation.
5013	Error in the root record structure of the storage (%1)	The indexed Windows file for the specified virtual volume is corrupted.	Contact Product Support.
5014	Device not in use.	A SCSI command was received for a device that has no volume loaded.	The device is ready to load a volume.
5015	Device not found for tape %1.	A VT Controller received a load or an unload command for a device not defined in the VT Controller internal configuration.	Contact Product Support.
5016	Error deleting the storage (%1 - (%2))	Delete file rejected by the Windows file-system in the VT Controller.	Refer to the appropriate Microsoft documentation.
5017	Error getting disk free space on %1 (%2).	Impossible to get the amount of free space on disk. For WINFILE storage, the VT Controller will assume that there is enough free space to write the volume to process.	If the error occurs on a local disk, contact Product Support. For remote disks, check authorizations and functionality of non-Windows servers.
5018	Error getting full path name on %1 (%2).	Impossible to get full path name of a disk location for WINFILE.	Check the syntax and availability of the Master path and Data paths configured in the DataStore.
5019	Missing Open Arguments for %1.	Internal error.	Contact Product Support.
5020	Not enough free disk space for %1.	There is not enough disk space for the operation.	Refer to the storage software to verify the free space.
5021	Label type (%1) not supported for %2.	Internal error.	Contact Product Support.
5022	Tape %1 already in use by another device.	The volume is already used by another device.	Try a manual load. If the problem reoccurs, restart the VTC whenever possible.
5023	Error getting the file size of %1 (%2).	Error getting attributes of a disk file in a WINFILE DataStore.	Contact Product Support. For remote disks, check authorizations and functionality of non-

Event Message Number	Message	Explanation	Action/Comment
			Windows servers.
5024	Cannot launch thread ²%1² (%2) for Storage (%3).	Internal error.	Contact Product Support.
5025	Error executing the script [%1] (%2) for Storage (%3).	Error in script execution.	Log on to the operating system in the VT Controller to check: • The Windows Event Viewer • The log of the script
5026	Maximum launch of [%1] reached for Storage (%2).	Error in script execution.	Log on to the operating system in the VT Controller to check: • The Windows Event Viewer • The log of the script
5027	Error No TSM scripting for Storage (%1).	Scripting is not supported for TSM Data Stores.	Remove scripting from the configuration of TSM Data Stores.
5028	Error setting environment variable %1 (%2) for Storage (%3).	Error setting a named Windows parameter for the script execution.	Check that the name and value of the parameters configured for the DataStore are syntactically valid for Windows.
5029	The script [%1] has been submitted for Storage (%2).	A script is stared in the VT Controller.	None.
5030	The script [%1] terminated with code %2 - %3 for Storage (%4).	A script has ended. If the script terminated with code 0, the message will be marked as informative. If not equal to 0, the message will be marked as an error.	If the message is marked as an error, search the code by (% 2) and look for the appropriate explanation and action.
5031	Error %1 starting the Tape Emulator Administration.	Internal error.	Contact Product Support.
5032	Device (%1) has no SCSI activity.	A command is received on a device that has no SCSI activity.	Verify the SCSI target Ids in the configuration.
5033	Multiple copies (%1) found for the file (% 2).	There are multiple copies of the same virtual volume in the disk pool of a Windows file DataStore.	Verify the version of the files, leave only an index file (*.IND) and a data file (*.DAT) for a given volume.
5034	The file was not found (%1).	The Emulator does not find a file for a virtual volume of a Windows file DataStore.	Restore the two files (*.IND and *.DAT) of the virtual volume.
5035	There is no valid data path in the pool for (% 1).	All disk paths configured for the pool of a Windows DataStore are invalid. No operation is possible.	Restore the availability of the paths or configure a new path that will receive the SCRATCH volumes to be written and the volumes to be restored by the restore script.

Event Message Number	Message	Explanation	Action/Comment
5036	An invalid path [%1] is still configured for (%2).	Windows DataStore: the file of a virtual volume cannot be accessed because the path is invalid. The Emulator does not search in alternate locations because the path is still configured.	• Restore the disk path, or • Remove the path from the pool configuration to allow the Emulator search in other paths of the pool or • Execute the restore script.
5037	Wrong path found [%1], expected path [%2] for (%3).	Windows DataStore: a file was found in an unexpected path.	Path provided is not good. Move the proper file in the expected location.
5038	Invalid path in Configuration [%1].	A path configured in a Windows file DataStore is unavailable or invalid.	Restore the disk path or remove it from the configuration. This will allow the VTC Emulator to search for the cataloged files in alternate locations.
5039	File not found on Load for (%1).	Windows DataStore: a file is not found.	Restore the file.
5040	Processing stops due to volume load operation error (%1) for (%2).	A volume load fails. A possible reason is that a restore script does not complete with return-code zero.	Refer to the log of the script. Modify the error condition or manually execute the restore.
5041	WRITE operation is denied for (%1).	A WRITE operation is received through the SCSI bus to a volume loaded with a “Read Only” attribute.	This symptom can show up if a volume is mounted via the Stand Alone Load Web page as the NonStop application tries to write on the virtual volume. Have the mount request for regular tape activity solved either automatically by the EMS Extractor or by the manual load that is available through the Domain Manager.
5042	A Volume Load Operation has been canceled for (%1).	An Unload command cancels the execution of a load volume.	None.
5043	Running [FetchData] operation for (%2).	A pre-fetch operation is started for loading a virtual volume kept in a TSM DataStore.	None
5044	Cannot %1 tape device %2 : %3.	A VIRTUALIZE / MATERIALIZE session fails on action reported at the %1 position.	If reported as an error: • Check the identification of the device in MS Windows. • Check the MS Windows Event log and the Guardian EMS log. • Reset the tape device.
5045	Materializing virtual volume %1 ended with error.	A Volume MATERIALIZE operation failed.	Check the Windows Event log and the Guardian EMS log for

Event Message Number	Message	Explanation	Action/Comment
			previous errors.
5046	Materializing virtual volume %1 ended successfully.	A Volume MATERIALIZE operation completes successfully.	Take the media out of the Windows device.
5047	Error getting object from [%1] (%2) for Storage (%3).	Error accessing data in a TSM server.	Refer to the following software documentation: IBM Tivoli Messages manual.
5048	Error sending new TSM pass- word in [% 1] (%2) for Storage (% 3)	A TSM password renewal fails.	Refer to the following software documentation: IBM Tivoli Messages manual
5049	Error sending end of volume in [%1] (%2) for Storage (%3).	The notification to the Domain Manager if the end of an operation fails.	Using the Web User Interface, check in the Volume detail if any current operation is still registered. If so, verify the actual status of the volume. If the current operation is incorrect, reset it (Volume details, Edit button, Reset current operation).
5050	Materializing virtual volume %1 started successfully.	A Volume MATERIALIZE operation is successfully initiated.	None.
5051	Virtualizing physical volume %1 started successfully.	A Volume VIRTUALIZE operation is successfully initiated.	None.
5052	Virtualizing physical volume %1 ended with error.	A Volume VIRTUALIZE operation failed.	Check the MS Windows Event log and the Guardian EMS log for previous errors.
5053	Virtualizing physical volume %1 ended successfully.	A Volume VIRTUALIZE operation completes successfully.	None.
5054	The physical volumes %1 label match user's entry.	The label of a physical volume to import matches the user entry.	None.
5055	The physical %1 volume %2 label does not match user's entry.	The label of a physical volume to import does not match the user entry.	Unload and reload the proper volume on the tape drive attached to the VT Controller.
5056	The physical tape device %1 doesn't support %2 features.	The tape drive attached to a VT Controller for import/ export operations misses a required feature.	Install proper device.
5057	(%1) VT Controller cannot reach the MVS Volume %2.	The DEXP MVS volume is not visible in Windows or the access to this volume is rejected by FAL.	Verify the configuration and status of the DEXP volumes for the VTC. Display the list of DE XP volumes from the Web user interface to verify the list of DEXP volumes seen by the VTC after an auto-rediscovery.

Event Message Number	Message	Explanation	Action/Comment
5058	(%1) EZX Discovery error: %2.	Error while discovering the list of DE XP volumes in the list of physical devices that are recognized by the Windows operating system.	Verify the configuration and status of the DEXP volumes for the VTC.
5059	Device %1 BUSY while checking usage of tape %2.	A volume load is rejected because a virtual tape device is busy.	Retry the operation.
5061	Virtual Tape Device %1 STARTED.	The VTC Emulator reports the successful start of the named NSK tape device which occurs at the first SCSI command sent by the NSK tape system. The devices not configured in the domain will be listed by internal ID, i.e.: 'port FC- 1 lun 3' (Device unknown in domain) rather than: \NODE1.$TAPE03	None.
5062	Virtual Tape Device %1 STOPPED.	The VTC Emulator reports the normal stopping of the named virtual device and it occurs when the service shuts down. 'port FC-1 lun 3' (Device unknown in domain) rather than \NODE1.$TAPE03	None.
5063	Virtual Tape Device % 1 DOWN.	For the named virtual device, the VTC Emulator encountered an error condition that cannot be recovered without restarting the virtual device. The host will send a bus reset. To recover a normal state of the tape applications using any device on the same bus will abort and the host will then try to reconnect to all devices of the bus.	Resubmit the tape application. If message 5061 does not show for the named device and the NSK tape system continues to report a device error, STOP the device in SCF and reset the VTC as soon as possible. (Reset will depend on current work schedule and the performance of another device.)
5064	Virtual Tape Device %1 REACTIVATED.	The VTC emulator received again SCSI activity from the host for a device that was internally disabled because of a lack of SCSI activity. Devices not configured in the domain will be listed by internal ID, i.e.: 'port FC-1 lun 3' (Device unknown in domain) rather than: \NODE1.$TAPE03	None
5065	Virtual Tape Device %1 DEACTIVATED.	The VTC emulator has not received any commands from the host for 3 minutes. This will cause rejection of load commands from the Domain Manager. This EMS message is most often followed by another EMS message from the NSK tape system reporting a tape IO error (timeout).	This state is not harmful if the device is not in use and not needed. Check that the device was later (message 5064) enabled or check inter actively by SCF STATUS $drive. The message 5064 can show up several hours later. If the device stays disconnected, then the VTC must be reset.

Event Message Number	Message	Explanation	Action/Comment
5066	Unexpected old version %1 of file %2 found.	A pre-V1.60 Windows file was found in a Windows file DataStore.	None. The VTC emulator will choose the file with the proper time stamp and delete the other files.
5067	Deleting duplicate or older file %1.	An obsolete Windows file in a Windows file DataStore is deleted.	None.
5068	Unexpected index file %1 found. Found: %2 Search for %3.	An unexpected version of the index file is found in Windows DataStore.	The unexpected file is not used by the emulator. The proper version might be found later in the operation. If the operation fails because the proper version does not exist, it is possible to force the VTC to use the existing version. This can happen after operational difficulties at backup time or when the BackBox catalog (NSK VOLUME file) has been restored from an old backup and does not contain the latest time stamps. To force the VTC to accept a Windows file: - disable the time stamp check for the volume - disable the time stamp check in the configuration of the Data Store, if numerous volumes are involved.
5069	Unexpected %1 data file %2 found. Found: %3 Search for %4.	An unexpected version of the data file is found in Windows DataStore.	See message 5068.
5070	(%1) About to LOAD volume %2 on virtual device %3.	A LOAD request has been received by the VTC.	None. Message displayed only in the VTC event log.
5071	(%1) About to UNLOAD volume %2 on virtual device %3.	An UNLOAD request has been received by the VTC.	None. Message displayed only in the VTC event log.
5072	Unknown Last Update Index Path for volume %1.	The VTC receives a LOAD request that does not contain the location of the Index file the last time it was written.	The VTC cannot execute the Restore script. If a Windows file restore is required, the user must either update the volume in the Web User Interface to enter the Last Update Index Path that will be used as the original file name to be restored or manually execute the restore.

Event Message Number	Message	Explanation	Action/Comment
5073	Script configuration error: %1 - %2.	The script file is not available to the VTC. The action, load request or volume deletion is rejected.	Check the filename of the script in the domain configuration.
5074	Configuration error for Data Store %1.	A configuration item included in a request to the VTC is invalid.	Check the Data Store page in the domain configuration.
5075	Error loading configuration file %1 - %2.	Cannot load the specified configuration file in %1.	Verify the existence of the file. %2 details the error encountered.
5076	The commit elapsed time (%1 sec) exceeds warning threshold time (%2 sec) for %3.	Elapsed time to execute a commit (file IO flush for Windows file Data Store) is very long.	For Windows file Data Store: reduce the value of MEGBYTES_COMMIT_ THRESHOLD in the file BBSL.OPT of the VTC. For TSM API Data Store: verify the TSM environment.
5077	There is only num_ of_ bytes bytes free space left, less than num_ of_ percent of total space	The Disk Space Unload Threshold configured in the Data Store is reaching the free space limit.	Verify the free space in the Data Store and manage the space if more space is needed.
5078	There is not enough disk space to virtualize physical volume %1.	The Volume VIRTUALIZE operation fails because there is not enough space to import a physical media.	Verify the free space in the Data Store.
5079	The virtual volume % 1 is full.	Normal end of volume processing.	This message is not shown in EMS. No action required.
5080	The capacity of the virtual volume %1 is too small.	An import fails because the maximum size of the virtual volume is too small.	Verify the maximum volume size configured in the Volume Group.
5081	Data Store I0 is still active with volume % 1.	Re-use of the same volume label before the completion of the previous operation.	Check that the same volume label is not used by different domains sharing the same Data Store or same VTC. Check the status of the Data Store.
5082	The script [%1] has been submitted for Storage (%2) on device %3.	Data provided for information purposes only.	None.
5083	Device still unloading.	A volume cannot be loaded or unloaded because the unloading of the previous operation did not complete.	For regular automatic mount requests, wait for automatic retry. Before attempting a manual mount request, wait for one minute, then run an auto-entry.

Event Message Number	Message	Explanation	Action/Comment
5084	The VOLUME %1 was not found.	TSM API Data Store: the container of the volume is not found in a load operation.	Load for output with auto-scratch enabled: the file space will be recreated. Load for input: - Verify that the Node name and FileSpace specifications have not changed in the BackBox configuration. - Verify the state of objects in the TSM server. Auto-scratch not enabled: to be used, the volume must be deleted and recreated.
5085	Error getting disk volume information on %1 (%2).	Windows disk Data Store: Error getting disk information for free space when checking and optimizing choice of disk path.	The path is considered invalid.
5086	Not enough free disk space for %1. Space required: %2 bytes.	Windows disk Data Store: There is not enough free space to load the volume and guarantee space for the maximum volume size.	The volume load is rejected.
5087	Cannot append to a volume created before V1.63 (%1).	Different data version incompatibilities. There is an incompatibility between version 1.63 and an earlier version that prevents appending data to a virtual volume.	Copy (tape to tape) the content of the older virtual volume to a new virtual volume and create it using a version 1.63 (or higher). The content data can then be appended to the new virtual volume.
5088	Device has no SCSI activity.	An attempt to load a virtual volume on an inactive VTC Device was made by the Domain Controller. This can be caused by: 1. A crossed cabling port. 2. A bad VT Controller port/device configuration. 3. A communication error between NSK\Router\VTC.	Verify the VT Controller configuration. Verify the cabling. Reset the Router\Tape IO process\VTC.
5089	Received SCSI activity on undefined device %1.	The NSK host system attempts to communicate with an unconfigured VTC. device.	Verify if the Tape IO Process is configured to talk with The correct LUN\DeviceId. Verify that the LUN\DeviceId is defined in the FcConfig\VtConfig file in the VTC server.
5090	Attempt to %1 a 0 bytes length DATA record (%2).	Severe internal error.	Contact Product Support and provide the Event Message text.

Event Message Number	Message	Explanation	Action/Comment
5091	The maximum number of active SCSI ports allowed by License %1 is exhausted. Load operation for tape %2 is rejected.	The limitations of the license key number have been reached.	Verify that the proper license key has been entered in the domain configuration. The license number of the creation date is displayed in clear text at the beginning of the license_key.
5092	The maximum number of active FC ports allowed by License %1 is exhausted. Load operation for tape %2 is rejected.	The limitations of the license key number have been reached.	Verify that the proper license key has been entered in the domain configuration. The license number of the creation date is displayed in clear text at the beginning of the license_key.
5093	Virtual Tape Device %1 REINITIALIZE after a SCSI BUS RESET.	The VTC internally re- initializes all devices of the bus, possibly canceling any current activity on the drive because it received a BUS RESET.	If NSK tape applications have been aborted, resubmit. If the problem reoccurs, analyze EMS logs $0 and $ZLOG.
5094	Virtual Tape Device %1 REINITIALIZE after a SCSI TARGET RESET.	The VTC internally re-initializes the device, possibly canceling any current activity on the drive because it received a TARGET RESET.	If an NSK tape application was aborted, resubmit. If the problem reoccurs, analyze EMS logs $0 and $ZLOG.
5095	Virtual Tape Device %1 REINITIALIZE after an ABORT TASK.	The VTC internally re- initializes the device, possibly canceling any current activity on the drive because it received an ABORT TASK.	If an NSK tape application have been aborted, resubmit. If the problem reoccurs, analyze EMS logs $0 and $ZLOG.
5096	Unexpected data file %1 found. Found: %2 Search for %3.	A data file is not found in the expected path, the original path is still available and the time stamp validation is disabled. The conditions above prohibit usage of the found data file.	Re-enable the time stamp checking in the Data Store and the time stamp for the specific volume. If time stamp checking must be disabled, move the data file to the expected path.
5097	Unexpected end of data for VOLUME %1.	Data of the named volume is not found or ends unexpectedly.	Search for previous EMS messages that might explain why data reading did not start or why it stopped prematurely. Without error in the reading process, the data repository is likely to be corrupted or truncated.
5098	Starting exporting data from virtual volume %1 to physical volume %2.	In an export operation, data begins to be written to the physical media.	None.

Event Message Number	Message	Explanation	Action/Comment
5099	Starting importing data from physical %1 volume to virtual volume %2.	In an import operation, data begins to be written to the virtual volume.	None.
5100	Cannot [enable| disable] compression of physical tape device %2. Current setting will be used.	In an export operation, attempt to enable or disable physical tape device compression failed. The export operation will continue using the current device setting.	None.
5101	Physical Tape Device %1 is not found in the VTC configuration.	In an export/import operation, a pre-configured Tape Device cannot be found in the VTC hardware mapping. This can happen if the device is powered off or had been reconfigured (connected to another HBA port, Target id/LUN change).	1. Investigate the problem using the Device Manager to see if the device is still visible. 2. Power on the device if the power is off. 3. Using the WEB interface, go to the VTC's advanced configuration screen and delete and re-add it in the Physical Tape Devices Attached list.
5102	The license does not allow VIRTUALIZE/MATERIALIZE operation to use physical tape %1 in raw access.	A physical drive that is not handled by a native Windows driver can be used in raw mode only if the license key contains this specific option.	Contact Product Support.
5103	Cannot append to a volume created before %1 (%2).	The difference of file format between versions does not allow the append operation.	Have the volume rewritten from the beginning (normal tape write) with the latest version. Append will be possible afterwards.
5104	Catch an unhandled exception while %1 volume %2. The volume and/or tape device %3 may not be reusable until VTC services restart.	"Unhandled error" happens while loading or unloading a virtual tape drive.	Log on to the VTC that reported the error. Restart VTC services when all tape activity has been completed. Report the error log and the Windows Event Viewer to Product Support.
5105	Catch an unhandled exception while executing script %1.	"Unhandled error" happens while executing a script.	Log on to the VTC that reported the error. Verify the script execution into the script output. Report the error log and the Windows Event Viewer to Product Support.
5106	Volume Level Encryption not activated for Virtual Tape Device %1.	A volume created under a Volume Group set using encryption through VLE-Client has been mounted on a virtual tape device not configured with the Volume Level Encryption in SCF. Configuration mismatch.	Action 1: Activate the VLE support for the specific TAPE device in SCF. Refer to the HPE NonStop Technical

Event Message Number	Message	Explanation	Action/Comment
			documentation for the Volume Level Encryption activation. Action 2: In the BackBox UI Key Manager configuration page, click the Test button.
5107	The maximum number of active encryption /decryption devices allowed by License %1 is exhausted. Load operation for tape %2 is rejected.	Limitation of the license key number has been reached.	Verify the proper license key has been entered in the domain configuration. The license number of the creation date is displayed in clear text at the beginning of the license key.
5108	Starting VIRTUALIZE session on tape device %1.	A physical tape device reserved for Volume VIRTUALIZE operation(s). When submitting the virtualization request, the physical tape device will remain reserved until no media is loaded for the amount of minutes users are allowed.	Mount a media in the physical device.
5109	Ending VIRTUALIZE session on tape device %1.	The physical device is released.	None.
5110	Starting MATERIALIZE session on tape device %1.	A physical tape device reserved for Volume MATERIALIZE operation(s). When submitting the materialization request, the physical tape device will remain reserved until no media is loaded for the amount of minutes users are allowed.	Mount a media in the physical device.
5111	Ending MATERIALIZE session on tape device %1.	The physical device is released.	None.
5112	Opening virtual volume %1 for %2 operation aborted: %3.	A MATERIALIZE / VIRTUALIZE operation abort because the system cannot use the virtual volume.	Investigate the error reported
5113	Label recognition on physical volume aborted: %1.	The physical media is either not labeled or not readable.	If the media is not labeled, restart the operation using the non-labeled option or remove the media. If the media is not readable, investigate the reported error.
5114	Virtual Tape Device %1 cannot be used by the Volume Level Encryption.	A volume created under a Volume Group not configured for encryption has been mounted on a virtual tape device configured with the Volume Level Encryption in SCF. Configuration mismatch.	Action 1: Disable the encryption support of the Volume Group and select the VLE support for the specific TAPE device in SCF. Refer to the NonStop Technical documentation for the Volume Level Encryption activation.

Event Message Number	Message	Explanation	Action/Comment
			Action 2: Activate the encryption in the BackBox configuration. See related encryption configuration information in: BackBox User Guide
5115	Session with Key Manager Id %1 for volume %2 aborted: %3.	Network problem, configuration problem or authentication problem. Explanation is given in the displayed message.	Investigate using the Test functionality against the Key Manager ID in the Key Manager configuration panel.
5116	Bad DATA record position (%1) %2.	Internal error.	Contact Product Support.
5117	Unexpected legacy format data file %1 found.	A data file is not found in the expected path; the original path is still available, but it is an old occurrence of the data in a legacy format. The conditions above prohibit usage of the found data file.	None. The file will be deleted if the load is successful.
5118	Unable to impersonate user account %1: %2.	Failure of a Windows log in with the account & password configured in the Data Store.	Depending on the reported error text, either: - Update the account / password in the Data Store page of the BackBox UI - or - Update the Windows account definition.
5119	Cannot start moving Data Store %1 files from Spare pool to Storage pool : %2.	The MOVING operation has failed to start.	Log on to the VTC server where used for the MOVING operation and troubleshoot the reason for %2. MOVING operation will need to be restarted manually in the Admin screen. If no resolution, contact Product Support.
5120	Start moving Data Store %1 files from Spare pool to Storage pool.	Data provided for information purposes, indicating that file MOVING operations have been started for the Data Store identified by %1.	None.
5121	Start moving virtual volume %1.	Data provided for information purposes, indicating the MOVE operation on the virtual media identified by %1.	None.
5122	Moving virtual volume %1 ended with error - %2.	Indication that the MOVE operation on the virtual media failed.	Log on to the VTC server where used for the MOVING operation and troubleshoot the reason for %2. MOVING operation will need to be restarted manually in the Admin screen. If no resolution, contact

Event Message Number	Message	Explanation	Action/Comment
			Product Support.
5123	Moving virtual volume %1 ended successfully.	Data provided for information purposes, indicating that the MOVE operation has been successfully completed.	None.
5124	Moving Data Store %1 files from Spare pool to Storage pool completed.	Data provided for information purposes, indicating that the MOVE operation has been successfully completed.	None.
5125	Error in (%1) operation for volume %2: %3.	Operation identified by %1, failed.	Log on to the VTC server where used for the MOVING operation and troubleshoot the reason for %3. The operation will need to be restarted. If no obvious resolution, contact Product Support.
5126	Storage type not licensed.	Attempt to use Storage type not part of the license sale.	Contact Product Support.
5127	Storage type undetermined.	Attempt to use Storage type not part of the license sale.	Contact Product Support.
5128	Error in GetStorageConfig for %1: %2.	The attempt to get the Data Store %1 failed.	Validate the reason for %2 and retry the operation.
5129	The script [%1] cannot be modified. The script will not be launched.	Pre-set script has been externally modified	Re-install VTC software. If the pre-defined script cannot execute under the specific setup and requires a modification, contact Product Support.
5130	USB disk not allowed in VTR Configuration [%1].	VTR limitation.	Use the BackBox UI to remove the path from the Storage pool in the Data Store configuration and disconnect the USB drive.
5131	Windows deduplication is not allowed in VTR Con-figuration [%1].	VTR limitation.	Disable NTFS Deduplication for the specified path.
5132	Cleaning file from Spare pool after successfully moving to Storage pool. File deleted: %1	Volume files are deleted from spare pool after they are successfully moved to corresponding storage pool	None
5133	Cleaning file from Storage pool in preparation of moving it from Spare pool. File deleted: %1	Delete old volume files related from storage pool before moving the volume files from spare pool to here.	None

Event Message Number	Message	Explanation	Action/Comment
5134	Missing last updates Index or data path information. Cannot submit restore script for the volume label_of_the_volume	In order to start restore script for the volume, the information about last updated path (IND/DAT files) must exist	Contact technical support to find why the master path information is missing for the volume
5135	The maximum number of active ISCSI targets allowed by License %1 is exhausted. Load operation for tape %2 is rejected.	The maximum number of ISCSI devices used currently is reached. The current LOAD operation for the tape is rejected	The max number of ISCSI devices is limited by the license. Please contact product support if you need to extend the max number.
5136	There is only num_ of_ bytes bytes free space left. No enough free space available for virtual tape volumes.	The Virtual Tape Volumes Threshold configured in the Data Store is reaching the free space limit.	Verify the free space in the Data Store and manage the space if more space is needed.
5137	Moving data store %1 files from Spare pool to Storage pool completed with some errors in some volumes.	Some files in the data store have not been moved to the target. See the report for details.	Rerun the spare move.
5138	Error when reload the running job: %1	Some files in the data store have not been reloaded. See the report for details.	Delete the running job and the corresponding file along with it. Restart the job.
5139	EVMSG_JOB_LOAD_RUNNING_JOB_INFO Info message while running a specific job.	Information is displayed while loading a job for execution.	Refer to the report for more details.
5140	Running job %1 is aborted.	Information on the job being aborted. See the report for details.	None
5141	Running job %1 is suspended.	Information on the job being suspended. See the report for details.	None
5142	Cannot update report file %1 because the file is opened by another process	Report fails to update due to the file being opened by another process.	Close any other processes using the file and run the report.
5143	EVMSG_JOB_RUNNING_INFO Info message while running the job	Information on the running job. See the report for details.	None
5144	EVMSG_JOB_RUNNING_WARN	Warning on the running job.	None
5145	EVMSG_JOB_RUNNING_ERROR	Error on the running job.	Log on to the VTC that reported the error and analyze the reason for the error in the Windows Events Log.
5146	Error when starting report: %1.	Error on the job report that is being generated	Log on to the VTC that reported the error and analyze the reason for the error in the Windows Events Log.

Event Message Number	Message	Explanation	Action/Comment
5147	Got error 0 when asking Windows system about last error.	Error generated by Windows system.	Analyze the reason for the error in the Windows Events Log and/or call support.
5148	EVMSG_JOB_MONITOR_INFO	Information on the job monitoring.	None
5149	EVMSG_JOB_MONITOR_WARN	Warning on the job monitoring.	None
5150	EVMSG_JOB_MONITOR_ERROR	Error on the job monitoring.	Log on to the VTC that reported the error and analyze the reason for the error in the Windows Events Log.
5151	EVMSG_JOB_FILE_LOAD_ERROR	Error when loading the job files.	Close any other processes using the file(s) and re-run the job.
5152	EVMSG_JOB_UNKNOWN_OPERATION_ERROR Unknown operation on job %1.	Error generated by an unknown job operation being initiated.	Call Support
5153	EVMSG_JOB_OPERATION_ERROR	Operation error	Call Support
5154	EVMSG_JOB_COPYSYNC_ERROR	Copy Sync error on copy sync operation being performed	Call Support
5155	EVMSG_JOB_COPYSYNC_WARNING	Warning on copy sync operation being performed	Call Support
5156	EVMSG_JOB_COPYSYNC_INFO	Information on the copy sync operation being performed.	Call Support
5157	CopySync operation is started for data store %1 files in Storage and Spare pool to Copy pool.	Copy sync operation is being initiated and starting.	None
5158	CopySync operation is completed for data store %1.	Information on the copy sync operation having been completed.	None
5159	The files of volume % 1 are locked by the storage.	The files of volume %1 are locked by the storage.	Check the lock setup for the retention time on storage.
5160	The volume %1 has been processed by another VTC.	Volume files have been processed by another VTC.	None. Verify the results in the job report in the other VTC.
5161	Newer volume files of volume %1 are found in storage pool.	There is newer version of the volume files found in the storage pool. If the action is SPAREMOVE or MIGRATION, the action will fail, because the files in the STORAGE POOL should not be replaced by the older version of the same files in the SPARE POOL / MIGRATION POOL."	Rerun the job to process the unproccessed files.
5162	Error while moving volume %1 from Spare pool to Storage pool : %2	Volume moving error	Check the details in the report or Windows Event Viewer. Call Support

Event Message Number	Message	Explanation	Action/Comment
5163	EVMSG_BANDL_MOVE_INFO	Information message on the move job	None
5164	Error while sending ENDOFOPERATION for moving volume %1: %2	Volume moving error	Check the details in the report or Windows Event Viewer. Call Support
6000	(BBSL) %1 (%2).	Error reported by the Windows software implementing the DataStore (such as TSM API).	Refer to software documentation: IBM Tivoli Messages manual.
6001	Cannot Initialize the API to TSM storage library (%1)).	The Tivoli Storage Manager API returned an error.	Refer to the IBM Tivoli Messages manual.
6002	(BBSL Retry) %1 (%2).	A Data Store TSMAPI returned an error code for a process that can be retried. A retry is attempted once every minute. A message is issued every 5 minutes.	Check for error messages in the TSM server activity log. A tape media may be unavailable.
6003	(BBSL) %1 (Requested data will require MEDIA LIBRARY access).	A TSM retrieve operation is started and the TSM server indicates that objects are on a sequential media.	None. The operation may take longer than expected.
6004	(BBSL) Data Store command overlap transaction timeout (%1).	The Data Store response time is too long for SCSI emulation.	The SCSI command is rejected with an IO error code before the NonStop tape process times out.
6005	Inconsistency was found in TSM objects of volume (%1). Check the volume log file for detail.	The volume just read seems to be invalid. At the load time of a volume to be read (restored), the query of the TSM server detected an inconsistency in the list of objects for the volume (reported as a warning). The load will be rejected only if the restore was requested for a SECONDARY Data Store. In this case, the volume will be considered as being replicated and the load will be rejected; then, retried later. At the time of a volume unload that has been just written (backup), the query of the TSM server has detected an inconsistency in the list of objects for the volume (reported as an error). Internal VTC logging is temporary and it is forced to keep details about the error in a file name (such as \log\LBvvvvvv.log, that contains the volume label).	Verify if the specific error #3207 occurred at backup time. Check the specific log \log\LBvvvvvv.log. Check if the expiry of the TSM Management Class is not infinite – or at least accommodates the longest retention needed. For other cases, provide the VTC and the log file corresponding to the volume label and EMS messages and contact Product Support.
6006	Errors happened in TSM session for %1 TSM objects checking during UNLOAD operation. Reason: %2.	The consistency check cannot be executed after a volume has been rewritten.	Re-execute the backup to increase the backup reliability.
6007	(BBSL) %1 (%2).	Warning reported by the Windows software implementing the DataStore (such as TSM API).	Refer to the following software documentation: IBM Tivoli Messages manual.

Event Message Number	Message	Explanation	Action/Comment
6008	Incomplete Data file found: %1.	While attempting to mount a virtual volume, the VTC found a DATA file that is considered incomplete. The reason is returned in the message and the volume will be mounted if the reason is considered to be a warning.	Investigate the reason for error as given in the error message.
6009	Incomplete Index file found: %1.	While attempting to mount a virtual volume, the VTC found a IND file considered to be incomplete. The reason is given in the returned message and the volume will be mounted if the reason is considered as a warning.	Investigate the reason for error as given in the error message.
6010	Unexpected TSM objects for %1 found: %2.	An unexpected version of the index file is found (TSM DataStore). The reason is given in the returned message.	The unexpected volume is not used by the emulator. This can happen after operational difficulties at the time of backup, or when the BackBox catalog (NSK VOLUME file) has either been restored from an old backup and does not contain the latest timestamps or TSM objects have not been replicated yet on the DR site TSM server. In this case, the load will be retried later. To force the VTC to accept a volume: - Disable the time stamp check for the volume. - Disable the time stamp check in the configuration of the Data Store, if numerous volumes are involved.
6011	Variables	Internal error.	Contact Product Support.
6012	Error while creating volume %1 - %2.	Report of an error while creating a specific volume (%1).	Investigate the reason returned in the message (%2).
6013	Error while deleting volume %1 - %2.	Report of an error while deleting a specific volume (%1).	Investigate the reason returned in the message (%2).
6014	Error while loading volume %1 - %2.	Report of an error while loading a specific volume (%1).	Investigate the reason for error, as given in the returned error message (%2).
6015	Volume %1 will be written on SPARE path %2.	Indicates the usage of a SPARE pool path instead of a STORAGE pool path defined in the Data Store configuration.	Move the data to the STORAGE pool when the STORAGE pool is next available.
6016	Volume %1 will be read from SPARE path %2.	Indicates the usage of a SPARE pool path instead of a STORAGE pool path defined in the Data Store configuration.	Move the data to the STORAGE pool when the STORAGE pool is next avail- able.

Event Message Number	Message	Explanation	Action/Comment
6017	Volume %1 will be read from COPY path %2.	Message data provided for information purposes.	None.
6018	Missing retention information in volume %1. (%2).	A volume deletion is rejected because the original volume expiry date cannot be double-checked.	Refer to Event Message Number 2617.
6019	%1 has not expired against expiration date in HDR1 (%2).	A volume deletion is rejected because the double-check of the original volume expiry date has failed.	Refer to Event Message Number 2617.
6025	EVMSG_WORM_ERROR Different error WORM message depending on the Windows System error	Different error WORM message depending on the Windows System error	Log on to the VTC that reported the error and analyze the reason for the error in the Windows Events Log.
6026	Timestamp saved in the volume attribute is greater than the timestamp in volume delete request for file %1. Skip delete	The volume files should not be deleted because they contain content that is more recent than anticipated.	None
6027	Warning message. There is less than 10% space left on the Windows physical drive - for systems with embedded QoreStor.	The physical Windows disk reached a critical threshold that requires attention.	Add storage expansion or another VTC. Call your sales representative for storage expansion options.
6028	Error message. There is less than 5% space left on the Windows physical drive - for systems with embedded QoreStor.	The physical Windows disks reached 5% capacity: the replication, copy sync, spare move, migration and backup operations will be stopped in prevention mode. Hence, storage will be tagged as "read-only".	Add storage expansion or another VTC. Call your sales representative for storage expansion options.
7000	Label VOL1 is missing for storage (%1)).	Internal error.	Contact Product Support.
7001	Label HDR1 is missing for storage (%1)).	Internal error.	Contact Product Support.
7002	Modifying a volume label is not allowed. Storage (%1)).	The VT Controller does not allow the re-labeling of a virtual volume with a different label.	Re- labeling is only supported to get rid of non-expired data files on a virtual volume. The regular procedure is to delete a virtual volume and then recreate it.
8000	Cannot create directory %1 with system error %2 (% 3).	The creation of a disk sub- directory is rejected by Windows.	Modify the error condition described in the message and resubmit or wait for next execution of a job scheduled in NetBatch.
8001	Cannot delete file %1 with system error %2 (%3).	The deletion of a disk file is rejected by Windows.	Modify the error condition described in the message and resubmit or wait for next execution of a job scheduled in NetBatch.

Event Message Number	Message	Explanation	Action/Comment
8002	Error during restore: code %1 (%2).	Files restored for verification failed.	Modify the error condition described in the message, resubmit or wait for next execution of a job scheduled in NetBatch.
8003	Error during verification for volume %1: code %2 (%3).	Files restored don't match the original files.	Modify the error condition described in the message and resubmit or wait for next execution of a job scheduled in NetBatch.
8004	The task to clean Data Store %1 is finished.	Message data provided for information purposes.	None.
8005	The cleanup task for Data Store %1 is already running.	Cannot start a new cleanup task as long as one is already running.	Wait for the current task to end or end it before restarting a new task.
8006	Error during verification: %1.	Files restored do not match originals.	Modify the error condition described in the message and resubmit or wait for next execution of a job scheduled in NetBatch.
8007	Delete related files of %1 volumes under path %2.%n The list of deleted volumes:%n %3.	Message data provided for information purposes.	None.
8008	Clean job was submitted for Data Store %1. It is submitted as a long-run back- ground process for the storage which do not support Archive Bit set/reset.	Message data provided for information purposes.	None.
8009	Purge operation for volume %1 is started.	Message data provided for information purposes.	None.
8010	Purge operation for volume %1 is finished.	Message data provided for information purposes.	None.
8011	There is not enough space to restore the files of virtual volume %1 at location %2. Need free space %3.	The restore failed because of lack of space.	Modify the error condition described in the message and resubmit or wait for next execution of a job scheduled in NetBatch.
8012	Difference: %s.	Files restored do not match originals	Modify the error condition described in the message, resubmit or wait for next execution of a job scheduled in NetBatch.
8013	The task to clean Data Store %1 is started.	Message data provided for information purposes.	None.
8014	Cannot find complete volume files (IND,DAT) for the following	One or both volume files (DAT, IND) of the listed volumes cannot be found under the paths of the storage/spare	Manually fix the error condition described in the given message.

Event Message Number	Message	Explanation	Action/Comment
	volumes: %1.	pool.	
8015	Information message sent from BBOXLOG command	Information on a NonStop node sent to the EMS subsystem.	See BBOXLOG – Logs a Message in NonStop EMS section in the BackBox User Guide for more information.
8016	Warning message sent from BBOXLOG command	Warning on a NonStop node sent to the EMS subsystem.	See BBOXLOG – Logs a Message in NonStop EMS section in the BackBox User Guide for more information.
8017	Error message sent from BBOXLOG command	Error on a NonStop node sentto the EMS subsystem.	See BBOXLOG – Logs a Message in NonStop EMS section in the BackBox User Guide for more information.
8018	Information message sent from Data Store Path clean function.	Information on the Daily Cleanup task (collected in the OBB017 OBEY file).	For more details on the Daily Cleanup see the section Daily Cleanup (OBB017) in the BackBox User's Manual.
8019	Warning message sent from Data Store Path clean function	Warning on the Daily Cleanup task (collected in the OBB017 OBEY file).	For more details on the Daily Cleanup see the section Daily Cleanup (OBB017) in the BackBox User's Manual.
8020	Error message sent from Data Store Path clean function	Error on the Daily Cleanup task (collected in the OBB017 OBEY file).	For more details on the Daily Cleanup see the section Daily Cleanup (OBB017) in the BackBox User's Manual. Contact Product Support for troubleshooting.
8021	Error message sent from password encryption/ decryption.	Errors due to process password encryption/decryption failure.	Contact technical support
8022	EVMSG_ERR_BBADMIN Error message sent by Windows System	Error generated by Windows system	Check the Windows Event Viewer
8023	Error when starting Job Manager: %1	Error generated by the job manager.	Restart the job manager and check the Windows Event Viewer
8024	EVMSG_ERR_GETSTORAGEPATHINFO	Error message sent by BabckBox when the storage path details are not identified.	Depending on the error message, check the event logs for more details or call Support.
8025	EVMSG_ERR_FILE_NOT_MATCH Error message sent by Job Manager	The checksum of the file(s) in source pool is different from its copied part in the target pool. For SPAREMOVE, for example, the content of the file named file A in the spare pool is different from file A in storage pool after having copied file A from spare pool to storage pool.	Depending on the error message, check the event logs for more details and re-run the job.
8026	EVMSG_ERR_CLEANUP_POOL	Error message reported by VTC when cleaning the old volume files. For	Depending on the error message, check the

Event Message Number	Message	Explanation	Action/Comment
		example, if OBB017 is running.	event logs for more details or call Support.
8027	EVMSG_ERR_CANNOT_FIND_VOLUME_FILES	Error message sent by the Data Store.	Depending on the error message, check the event logs for details on the volume files in the data store or call support.
8999	For loading the volume %s, manually restore %s to %s (original server was %s).	The 'restore script' Manual_ Restore.cmd requests Windows files to be restored by the operator.	Use the appropriate backend software to restore the specified files (original names) to the specified location. Note that the server requesting the action might not be the original sever. The files must be restored exactly where specified. If not, cancel the restore and resubmit it.
9000	EVMSG_VTCMS_SERVICE_START	Information message on VTC service being started	None
9001	EVMSG_VTCMS_SERVICE_STOP	Information message on VTC service being stopped	None
9002	EVMSG_VTCMS_SERVICE_INFO	Information message regarding the VTC MS status	None
9003	EVMSG_VTCMS_SERVICE_WARN	Warning message sent by MS .	Depending on the error message, check the event viewer for more details or call Support.
9004	EVMSG_VTCMS_SERVICE_ERR	Error message on the VTC MS service status.	Depending on the error message, check the event viewer for more details or call Support.
9005	EVMSG_VTCMS_QS_TZ_SYNC_INFO	Information message on the QoreStor synchronization.	None
9006	EVMSG_VTCMS_QS_TZ_SYNC_WARN	Error message (on the QoreStor synchronization) sent by VTC MS.	Depending on the error detailed info, check the event viewer and restart the VTC MS service. Call Support
9007	EVMSG_VTCMS_QS_TZ_SYNC_ERR	Error message (on the QoreStor synchronization) sent by VTC MS.	Depending on the error detailed info, check the event viewer and restart the VTC MS service. Call Support
10000	Error during XML Parsing: %1 %2.	Internal error.	Contact Product Support.
10001	The requested function(%1) is not supported.	Internal error.	Contact Product Support.
10002	Compatibility Error, (%1) version (%2) is not supported.	There is a version mismatch between VT Controller components.	Verify the installation.
10003	IPService error: %1 (%	Internal error.	Contact Product

Event Message Number	Message	Explanation	Action/Comment
	2) - %3.		Support.
10004	IPService warning: %1 %2.	An IP error code has been reported.	Verify the operations running at the same time. If any additional IP error codes are present, contact Product Support.
10005	IPClient error: %1 (% 2) - %3.	Internal error.	Contact Product Support.
10006	IPClient warning: %1 %2.	An IP error code has been reported.	Verify the operations executed when the error occurred. If any additional IP error codes are present, contact Product Support.
10100	Error parsing the Domain Address Configuration file (% 1) (%2).	Internal error.	Contact Product Support.
10101	Domain Address Con- figuration list has not been refreshed due to configuration error, and old Domain list remains active.	VTC Services cannot reload the configuration file after Domain address update. It will retry.	Contact Product Support if message persists for more than 10 minutes.
10102	Domain Address Con- figuration list has been successfully refreshed from the updated configuration file.	The update of the Domain TCP/IP address(es) is being propagated.	None.
10103	Connection from %1 has been rejected due to a Domain Address Filtering security alert.	The VT Controller receives a control message from an address that is not in the list of the Domain TCP/IP address(es).	Verify the source address ('from'). If there is a valid alternate address of the NonStop server running the Domain Manager, add it in the Domain address page.
10104	Couldn't retrieve the registry key for the Domain Address Configuration file.	Internal error.	Contact Product Support.
10105	Domain Address Con- figuration file access error: %1.	Internal error.	Contact Product Support.
10106	Error loading the Domain Address Configuration file. Use VTC Management Con- sole to manage the list.	The VTC has no Domain Manager address which to forward web requests and unsolicited messages to. VTC installation is incomplete.	Enter Domain address. Refer to the VTC Installation.
10107	Domain Address Con- figuration List is empty.	The VTC has no Domain Manager address which to for- ward web requests and unsolicited messages to. VTC installation is incomplete.	Enter Domain address. Refer to the VTC Installation.
10200	Error parsing the VTC	Internal error caused by an invalid	Contact Product

Event Message Number	Message	Explanation	Action/Comment
	License file (%1) (%2).	license.	Support.
10201	VTC License information has been successfully refreshed in the configuration file.	Message data provided for information purposes.	None.
10202	Error decoding VTC License file (%1) (%2-%3).	Invalid license.	Contact Product Support.
10203	VTC License file access error: %1.	Reason for error described in %1.	Contact Product Support.
10204	No VTC License file found.	Message data provided for information purposes.	Install the license file on the server.
10205	Server Disk Capacity does not match the VTC License.	Factory message caused by an invalid license.	Install the valid license. Contact License Support.
10206	Server characteristics don't match the VTC License Product ID or Model.	Message received through use of an invalid license.	Install a valid license. Contact License Support.
10207	VTC license will expire on %1.	The valid VTC license will soon expire.	Contact License Support.
10208	VTC license has expired %1.	The VTC license has expired.	Contact License Support.
10209	VTC license violation - %1 (%2).	Attempt to use the VTC server outside the scope of the license.	Contact License Support.
10210	No valid VTC License key.	No license or an invalid license file on the VTC server.	Contact License Support to set up a valid license installation.
10211	NonStop node not licensed for this VTC.	Attempt to connect the VTR to an unlicensed NonStop Node.	Contact License Support.
10212	No NonStop node in the license.	No license or an invalid license file on the VTC server.	Contact License Support to arrange installation of a valid License.
10214	Release version mismatch between software installed (% 1) and license file (%2)	The license is not for the VTC installed	Contact product support
10215	No valid VTC License file found (%1)	Can not find a valid license file	Load license file through VTC Management Console, or contact technical support
10216	The VTC license is not signed	The license is not signed	Contact product support
11001	Cannot %1 with VTC %2, %3.	Error in BBBACKUP/BBRESTORE.	Check reported error in the VTC: .the script log. .Windows event viewer.
11002	Script Error, CMD Syntax: %1.	Error in parameters syntax of BBBACKUP/BBRESTORE.	Verify the script command.
11003	Execution for %1 failed.	Error in BBBACKUP/BBRESTORE.	Check reported error in the VTC: .the script log. .Windows event viewer.

Event Message Number	Message	Explanation	Action/Comment
11004	ScriptClient ends before files being completely backed-up / restored.	Time out in BBBACKUP/BBRESTORE before a sub-script initiated by the Script controller backs up or restores the file.	Check in the script the values of BBOX_SCRIPT_TIMEOUT Search for reasons of slow execution in the sub-script logs.
11011	Script <script name> started for <action> <counter> files.	Script controller: Starting of a sub-script has been reported.	None.
11012	<action> <fileName> has failed <counter> times, will retry.	Script controller: The backup, copy or retrieval of a file has failed, and will retry after the configured delay.	Check reported error in the VTC: .the script log. .Windows event viewer.
11013	<action> <fileName> has failed after maximum retries	Script controller: The backup, copy or retrieve of a file has failed and it is no more retried.	Check reported error in the VTC: .the script log. .Windows event viewer.
11014	Start script: %1 encounters error in creating temporary directory/file: %2 (%3).	Script controller: error starting a sub-script.	Check reported error in the VTC: .the script log .Windows event viewer.
11015	Script: %1 has finished %2. %3 files were restored; %4 files were NOT restored, total size of restored files = %5 Kbytes, startTime= %6 ,endTime= %7.	Script controller: Completion of a restore sub- script and associated statistics.	None.
11016	Script: %1 has finished %2. %3 files were backed up; %4 files were NOT backed up, total size of backed up files= %5 Kbytes, startTime= <time> ,endTime= <time>.	Script controller: Completion of a backup sub- script and associated statistics.	None.
11017	Script: %1 started failed for %2 %2 files.	Script controller: Error in the execution of a sub-script.	Check reported error in the VTC: .the script log. .Windows event viewer.
11018	Script Controller: Script process is timed out. Obsolete files {0} are removed from the {1} FileList.	Script controller canceled a sub-script that reached maximum allowed execution time. Names of files to be processed in the sub-script are listed.	Analyze the log of the sub- script to understand the reason for the unexpected log execution elapsed time. Eventually, modify the timeout value (24 hours by default) by setting the parameter BBOX_SUBSCRIPT_TIMEOUT in the script.

Event Message Number	Message	Explanation	Action/Comment
11019	Script: %1 has finished %2. %3 files were copied; %4 files were NOT copied, total size of copied files= %5 Kbytes, startTime= <time> ,endTime= <time>.	Script controller: Completion of a copy pool sync sub-script and associated statistics.	None.
11020	Error when adding jobs: Script Controller function is not configured in DataStore %1.	Script controller: a script execution is requested or a Data Store is not configured for Script Controller.	Through the UI, update the Data Store advanced con-figuration to enable Script Controller usage. This may require a new license key as the Script Controller is controlled by a license key from version 04.02.
15000 - 15999	Specific messages sent from customized script(s) to EMS.	Messages reserved scripts sent to EMS.	Check script details, if needed.
15001	EMS_SCRIPT_WARN	Warning message regarding the script.	Depending on the error detailed info, check the event viewer. Call Support
15002	EMS_SCRIPT_ERR	Error message regarding the script.	Depending on the error detailed info, check the event viewer. Call Support
15010	The script [%1] has been submitted for Storage (%2)	Information message	None
15011	The execution of script [%1] has been completed for Storage (%2)	Information message	None
15012	EMS_RESTORE_SCRI PT_HIGHLIGHT_INFO	Information message	None
20000	Script execution timed out.	A script controlled timeout is canceled. Deletion scripts are controlled by timeout.	Analyze the reason for timeout in the Windows log of the script execution. For delete scripts initiated by the macro BB017_FREE_ EXPIRED, revise the macro parameter SCRIPT-TIMEOUT.
20001	Script execution was canceled by user.	As result of a volume manual unload, a script is canceled.	None.
20002	Script execution is completed.	A script stops executing and returns to 0. The script execution is considered as successful.	None.
20003	Service cannot launch the script.	The VTC services encounter a system error that prohibits the launch of the script. The script has not been executed.	Log on to the VTC which reported the error and analyze the reason for the error in

Event Message Number	Message	Explanation	Action/Comment
			the Windows Events Log. Contact Product Support.
20004	Service encounters a system error in script management.	The VTC services cannot determine the success or the failure of the script execution.	Log on to the VTC which reported the error. Verify the state of the script execution from the script output and take appropriate action if the script failed. Analyze the reason for the error in the Windows Events Log and report the error to Product Support.
20005	The script execution fails and report error code (%1) - %	A script stops executing, returns a failure code and the script execution is considered to be a failure. See the Code return (%1).	Log on to the VTC which reported the script execution failure and analyze the script output failure code and reason for error.
20006	The script execution for LUMINEX storage fails.	A script stops executing and the script execution is considered as a failure.	Log on to the VTC which reported the script execution failure and analyze the script output failure code and reason for error.
20007	Deleted script cannot start for volume %1. Reason: %2.	The VTC Admin services encountered an error that prohibits the launch of the script.	Analyze the reason for error, fix and re-submit. Contact Product Support.
20050	The current block size is not supported by the physical tape device	The physical tape drive used to IMPORT a volume cannot support the block size used by the application (default is 64K).	Decrease the block size associated with the physical tape drive. To update the block size, log on to the Domain and go to the VT Controller Advanced Properties Configuration page.
20051	The current block size is too short to hold a complete record of data from the physical tape volume.	The physical tape drive used to IMPORT a volume has a block size too small to read a data record from the physical tape volume.	Increase the block size associated with the physical tape drive. To update the block size log on to the Domain and go to VT Controller Advanced Properties Configuration page.
20052	Configuration file contains invalid parameters.	The VtConfig.txt, FcConfig.txt or AdmConfig.txt file contains an invalid parameter that prevents the specified service to start correctly.	Log on to the VTC that reported the error and analyze the reason for the error in the Windows Events Log.
20053	Another service instance is still active.	A previous stop of the service doesn't complete successfully and part of the previous instance is still active.	When all tape activity has been completed, restart the Windows

Event Message Number	Message	Explanation	Action/Comment
			Server. Contact Product Support if the problem is not solved after restarting the server.
20054	Initializing the service infra- structure.	Internal error or system resources are insufficient for the required task(s).	Contact Product Support.
20055	Initializing FC-SCSI interface.	Internal error or hard- ware/software installation issues.	Contact Product Support.
20056	The volume is not moved because its disk location registered in the domain is not in the spare pool.	A restore has been per- formed when the Storage pool was not available. The restore has used the Spare pool as a destination. The MOVE has skipped this volume because it has not been written as a BACKUP.	Validate that the proper volume version is backed up by an EBS. Remove manually the files (DAT and IND).
20057	Unexpected older file found %1.	An older generation of the BACKUP in the Spare pool has been found.	None. Files will be automatically deleted.
20058	Cannot identify the volume because multiple Index or Data files exist in the Data Store.	A multi-copy of a BACKUP in the Spare pool (while the Time stamp Check has been disabled) has been found. The system cannot select which virtual media is the correct one. Operator action required.	Troubleshoot the problem to locate appropriate virtual media.
20059	Error during send message to Event Viewer through Asynclog service.	Internal error or system resources are too low.	Contact Product Support.
20060	Share access test as failed: (%1) %2.	The Storage Admin page reports an error while testing the Data Store user access against the share and share folder. Error number and detail are shown in %1 and %2.	Correct the reported error. In case of "Access denied", validate the Share per- mission and/or the NTFS permission.
20061	Folder access test as failed: (%1) %2.	The Storage Admin page reports an error while testing the Data Store user access against the destination folder. Error number and detail are shown in % 1 and %2.	Correct the error reported. In case of "Access denied", validate the NTFS permission of the destination folder.
20062	Create/Write file access test as failed: (%1) %2.	The Storage Admin page reports an error while testing the Data Store user access against the destination folder. Error number and detail are shown in % 1 and %2.	Correct the error reported. In case of Access denied , validate the NTFS permission of the destination folder. ⚠ For external NAS, the SMB portion of the server may not be able to respond properly and an NAS reboot may be required.
20063	Delete file test as failed: (%1) %2.	The Storage Admin page reports an error while testing the Data Store user access against the destination folder. Error number and detail are shown in % 1 and %2.	Temporary files (.TMP) may require to be manually deleted in the target folder. Report the error to Product Support.

Event Message Number	Message	Explanation	Action/Comment
20100	Bad or missing VTC License file.	Invalid license or no license installed.	Install a valid license or contact License Support.
20101	Invalid VTC License Key.	Invalid license or no license installed.	Install a valid license or contact the License Support.
20102	The volume %1 is skipped because the status of the volume is SCRATCH	As the volume is SCRATCH, it cannot be skipped.	None.
28005	Message from Domain Manager is rejected and the operation <OPERATION> is not supported.	Internal error, software version mismatch.	Contact Product Support.
28007	Dataset locked successfully for <DOMAIN>: <VOLUME>, <NUMDS>-<DSN>.	Successful lock at the beginning of transfer.	None.
28008	Dataset unlocked successfully for DSN <DSN> from <DOMAIN> using volume <VOLUME>.	The end-of-transfer unlock is successful.	None.

APPENDIX

Tape Subsystem Reset Procedure

This procedure is applicable in cases where the tape subsystem infrastructure (ZSERVER and DSM/TC) seems impacted by severe operational difficulties: the $ZSVR volume recognition does not execute correctly and the DSM/TC does not reply properly to given commands.

This procedure is not a replacement of the HPE documentation for managing HPE NonStop components, but a help in resetting the whole NonStop tape system, including the BackBox components.

The Reset procedure below resets the tape subsystem of a single NonStop node, but some components can be shared with remote nodes which do not show the same level of possible operational difficulties.

As a consequence of this procedure, some of the tape system components on the other nodes might have to be reset.

Reset Procedure:

1. Log in with SUPER.SUPER.
2. Stop the EMS Extractor(s)

   STOP $BBEXT, or SCF ABORT PROCESS $ZZKRN.#BBEXT
3. Exit any MEDIACOM session; issue a Session Logout in all BackBox UI instances.
4. Stop any tape application, except TMF audit dumps.
5. Wait for any TMF audit dump to end or abort.
6. Stop the Guardian ZSERVER process STOP $ZSVR
7. Stop processes related to DSM/TC

   STATUS *, PROG $SYSTEM.SYS*.MEDIA*
8. If the previous command shows only MEDIACOM, MEDIASRV and MEDIADBM programs, stop them by either:

   STATUS *, PROG $SYSTEM.SYS*.MEDIA*, STOP
   or
   Stop individually, all occurrences of MEDIACOM, MEDIASRV and MEDIADBM.
9. Stop all tape devices.
10. SCF (to get the SCF prompt)

    RESET TAPE $*, FORCE (reply Y to confirmation questions).
11. Wait until all tape IOPs are stopped. This operation could take more than 20 minutes SCF STATUS TAPE $*
12. Stop any BackBox program instance VOLUME <BackBox-installation-subvol>

    STATUS *, PROG * (to check processes that will be stopped by next command)
    STATUS *, PROG *, STOP
13. Reboot the BackBox servers.
14. Wait for an EMS message reporting the starting of the Emulator Windows service from all BackBoxes.
15. Restart ZSERVER and $XDMS:

$XDMS is usually restarted by the OBEY file starting $ZSVR. The following is a sample of the OBEY file content for $ZSVR.

```
run $system.system.zserver &
/name $zsvr,nowait,in $zhome,out $zhome,term $zhome, & pri 199,cpu 0/1
delay 5 seconds
mediasrv /name $xdms,nowait, in $zhome,out $zhome, & term $zhome, cpu 0 /autostop
-1
```

16. Restart all devices: SCF START TAPE $*
17. Check EMS for normal starting of tape drives.
18. Verify that MEDIACOM is working properly:

```
mediacom info mediadefs
mediacom status
mediacom info volcat *
mediacom info filecat *
```

19. Access the detailed status of each node in the BackBox UI:

(on the home page, node name link)
On the detailed status page, verify the tape drives are FREE from both points of view: NonStop and BackBox BackBox.

20. Start the EMS Extractor(s).

21. Start a tape application.

Procedure Complements for Other Nodes

If the BackBox Domain Manager also serves a peripheral node, the only component to reset on the other node is:

- The EMS Extractor connected to the local BackBox domain.

If BackBox is emulating specific tape drives and is also emulating additional tape drives on one or more other nodes, the components to reset on these other nodes are the following:

- The tape applications using tapes managed by the local BackBox domain.
- The EMS Extractor connected to the local BackBox domain.
- The tape drives connected to BackBox shared with the node (to reset the tape system).

TCP/IP Connection Errors from the NonStop

Errors might happen when the Domain Manager connects to a BackBox Windows server or when a secondary NonStop process (BBEXT, or a TACL macro) connects to the Domain Manager.

Using the Guardian TELNET is an often helpful way to clarify the diagnostics. For example, to exercise the loop- back connection from BBEXT or a TACL macro to the Domain Manager, set or verify that the TCP/IP process name of the TACL context is the one in BBEXTCFG (for BBEXT) or in BBSETUP (for the macros):

```
$DATA15 BPAK 1> info define =TCPIP^PROCESS^NAME
Define Name =TCPIP^PROCESS^NAME CLASS MAP
FILE \ETINIUM.$ZTC2
```

Connect to the Domain Manager as follows:

```
$DATA15 BPAK 2> telnet 127.0.0.1 4561
```

A socket error 4127 for example will return this reply:

TELNET Client - T9558H01 - (10MAY07) - (IPMAAG)
Copyright Tandem Computers Incorporated 2004 Trying...telnet: connect: Connection refused

A successful connection to the Domain Manager will return this reply below. Enter anything (ex: allo), to exit:

TELNET Client - T9558H01 - (10MAY07) - (IPMAAG)
Copyright Tandem Computers Incorporated 2004 Trying...Connected to 127.0.0.1.
Escape character is '^]'.

allo

<?xml version='1.0' encoding='US-ASCII'?><Reply xmlns='http://www.etinet.com/xml ns/backbox' ><ReturnCode><Severity>Error</Severity><Code>2501 </Code><MessageTex t>E2501 XML parse error in Inbound socket line 1 col 0: 'syntax error' .</MessageText></ReturnCode></Reply>Connection closed. Connection closed by foreign host.

Error 190 on a NonStop Virtual Tape Drive

This is the most frequent error reported by the HPE tape system at installation time. It can also be generated as a reply to the SCF START TAPE $xxx command or later during regular operations.

Error 190 means a failure to establish correct communication with the tape emulator in the VTC over the FC or SCSI connection.

For Any Connection:

- VTC Emulator (FC or SCSI) Service on the BackBox Server has not been started (check in the Windows Service Manager).
- As noted in the various connections given below, the cause of error 190 can be a cable connected to the wrong port. The BackBox UI Configuration > VTC page can be used to automate the matching between the SCF definitions and the BackBox internal configuration, especially with FC connections that provide WWN to match the host and VTC ports.

Important: When disconnecting and reconnecting SCSI cables, the BackBox should be powered down, AND before each action all virtual tape devices should be STOPPED and DELETED in SCF, then re- ADDED and STARTED after completion of the action.

For FCSA/VIO Connections:

- Incorrect LOCATION (NSK port) PORTNAME (LUN) specified in the SCF ADD command.
- Optical cable is plugged into the wrong port on the BackBox Server or the NonStop system (this can be easily done, particularly if cables have not been labeled at both ends before being laid under a raised floor).
- Optical connector is not fully seated in the receptacle on the BackBox Server or the NonStop system. (The connector should be securely snapped in to the transceiver socket and not move if wiggled.
- The cable's Transmit/Receive optical conductors are crossed over (reversed) in one of the connectors. Ensure that the transmitting light beam emitted by the ATTO port isn't connected with the NonStop transmitting port.
- The optical cable is defective (try substituting a known good cable if possible.)

For CLIM Connections:

- Incorrect CLIM name or CLIM logical LUN number is specified in the SCF ADD command.

The procedure for mapping the LUNs in the CLIM will have already given confirmation whether or not a connection is functioning properly.

For SCSI Connections:

- Incorrect LOCATION (NSK port) or DEVICEID (SCSI Target address) specified in the SCF ADD command.
- SCSI cable plugged into the wrong port on the VTC or the NonStop system (this can be easy to do, particularly if cables have not been labeled at both ends before being laid under a raised floor).
- SCSI connector is not fully seated in the receptacle on the VTC or the NonStop system (check that the plugs' jack screws are fully screwed into the standoffs and are not cross-threaded due to not being inserted straight. The SCSI connector should not move if wiggled).
- Bent pins in one of the SCSI cable plugs (unplug and examine carefully with a magnifying glass).
- VTC SCSI Emulator Service on the BackBox has not been started (check the Windows Services Manager).
- SCSI Target Driver has not been installed and started (check the Windows Device Manager, activate Show Hidden Devices, and check under Non-Plug-And-Play Devices).
- SCSI cable is bad (try substituting a known good cable ifpossible).
-

For SCSI Connections to S-Series via a Bridge:

- Log into the Bridge Web Console and verify that the Bridge initiator FC status is "online". Troubleshoot if not.
- Validate that the SCSI cables are connected to the correct NonStop systems.
- Log into the Bridge Web Console and reboot the system. Retry the SCF START tape drive.
- Troubleshoot SCSI cables.\

$BBEXT EMS Extractor Abend at Start-up

Just after the BackBox programs are installed or replaced, the first start-up of BBEXT might abend with errors such as:

- "Filter table conversion error: -17, File: $SYSTEM.BPAK.EMSFILT1"
- In EMS: "$BBEXT-F1001 Error 70 from second FILE_OPEN_ on EMSDIST"

The root cause of these errors is a security issue when EMSDIST is started for the first time by BBEXT after the BackBox installation and EMSDIST interprets the EMS filter provided with the BackBox: EMSFILT1. The exact security requirement is not yet known.

A bypass is to run BBEXT in a different context that will avoid the security issue. Once this BBEXT start-up is successful, stop BBEXT and restart it as originally pre-defined. This has been a successful bypass at all customer sites reporting this kind of error.

To bypass security issues and obtain a first successful run:

- Do not start BBEXT as a permanent application PROCESS defined in SCF $ZZKRN, but by using the OBEY file OEXT.

A process cannot be started by the TACL with a process name that is already configured in a $ZZKRN permanent application process - even if this process is not running. It may thus be necessary to change the process name $BBEXT in OEXT.

- Execute OEXT with SUPER.SUPER.

DSM/TC Tape Volume Jammed INUSE or SELECTED State

After some abnormal processing on tape volumes cataloged in DSM/TC, the tape volume might be stuck INUSE or SELECTED after the tape application has stopped.

When this happens, a retry on the same volume is rejected because it is “already in use”. The HPE Knowledge Base documents a TACL command that is not described in the regular NonStop manual.

1. Be sure there is no other tape application running: stop the EMS Extractors and wait for the unload of tapes currently being accessed.
2. Enter this command at the TACL prompt logged with a user in the SUPER group: MEDDEM 27.
3. Verify the status of the volume:

MEDIACOM INFO TAPEVOLUME <label>, POOL *

Refer to the HPE NonStop Knowledge Base for further explanation.

$ZSVR or MEDIACOM Hang

When there are several tape connection errors during setup activities, sometimes just when SCF DELETE TAPE is executed while there is some TAPE activity, $ZSVR and MEDIACOM might hang and the tape system must be reset.

The symptom below is a strong indication of a tape system that must be reset.

18:33 \ETIWLAB INSPECT - Symbolic Debugger - T9673D40 - (08AUG05) System \E 18:33 \ETIWLAB Copyright Tandem Computers Incorporated 1983, 1985-1999 18:33 \ETIWLAB INSPECT TRAP 0 - Illegal address reference
18:33 \ETIWLAB 252,00,00049 $ZSVR #DELETE^DEVICE + %1120I

Windows Disk File Being Used by Another Process

A VTC might not be able to load a virtual volume, because the corresponding Windows disk file in a WINDISK Data Store because the file is being in use and the VTC cannot open it.

Sample EMS message reporting this condition:

2023-12-07 12:52:39 \P05.$BBEXT ETINET.100.100 3011 $BBEXT-E3011 MountId: \P05.848. Error 3205 loading V11768 on WSRV2379 $BTAP21 E3205 MountId: \P05.848 for volume V11768. VTC WSRV2379 returns busy storage condition: (BBSL) Error opening the WINFILE storage (\\WSRV2379\P05_DS00_E\LBV11768.DAT

- (The process cannot access the file because it is being used by another process) A Windows disk file can be open using one of the following:
- A script configured in the Data Store is still executing, backing up or restoring this file.
- Another tool configured to duplicate the image of virtual volumes is processing the file.
- An Antivirus running in the BackBox is configured to scan the images of virtual volumes.

The Antivirus are normally configured to avoid the scan of virtual volumes.

- Two BackBox Domains load the same virtual volume by accessing the same Windows disk file.

ABORT TASK Reported by the VTC Emulator

With severe error conditions in the BackBox Tape Emulator (for example, a failure to write the image of virtual volumes into the Data

Store) the tape application will often abort.

The error recovery in the SCSI protocol is then reported by the BackBox Tape Emulator in the Windows Event Viewer, Virtual Tape Controller log, with the following type of message:

> 10/16/2023 2:05:48 AM VTC Emulator (FC) Information None 5095 N/A STLTTAPEP2 Virtual Tape Device Port00-Target00-Lun00 REINITIALIZE after an ABORT TASK

To analyze the error condition and to fix it, browse the NonStop EMS messages, the Windows Event Viewer logs, and the Windows log produced by the BackBox (VTLog.log or FCLog.log).

The ABORT TASK is just a log of error recovery that does not need special consideration for an FC connection.

For a SCSI copper connection, as soon as possible, it is recommended to stop all tape devices in the NonStop SCF, re-boot the BackBox server, and restart the tape devices in the SCF.

Error Triggering a NonStop Utility

NonStop utilities, mainly SCF, MEDIACOM and CLIMCMD, are occasionally started by the Domain Manager when no public SPI interface is available. There are currently two such cases:

- In the BackBox UI > Configuration > VT Controller ID > Add Devices Automatically >Refresh.
- During the load of a tape volume cataloged in the DSM/TC, the media type is updated in the DSM/TC to match the media type configured in the Volume group of BackBox.

Domain Manager could time out waiting for the result in the OUT file of the utility.

EMS shows error messages such as:

```
E3427 Error nn opening <file-name> containing result…
E3404 Timeout, more than <nn> seconds .. waiting for file <file-name> …
Actual example: E3404 Timeout, more than 300 seconds waiting for
file
\ETINIUM.$DATA06.SUPOPER.CTMP0078. Context: INFO ADAPTER $ZZSTO.*, DETAIL; STATUS
ADAPTER
$ZZSTO.*, SACS
```

The TACL output or the TERM of these utilities is sent to the file configured in the BackBox Domain page: “Utilities Log” assigned to $NULL by default. The second exploration is to assign “Utilities Log” to a spooler location, then reproduce and check the spooler output.

For Advanced Users Only:

There are several Domain Manager parameters that are not available through the BackBox UI, but that can be patched by TEDIT BBSVCFG (when regular procedures cannot solve a problem triggering a NonStop utility such as SCF or CLIMCMD from the UI).

Patching BBSVCFG by TEDIT is normally reserved for HPE support, but for specific errors, it might also be carried out by a customer executing the SCF.

Before patching, make sure to:

- Have saved the configuration through the UI to get the XML tags and default values of the latest BackBox version in the BBSVCFG file.
- Have saved BBSVCFG before the manual patch.

The special parameters related to the execution of NonStop utilities are below:

<SubProcessInFile>$ZHOME</SubProcessInFile>
<SubProcessHometerm1>$TRM0.#A</SubProcessHometerm1>
<SubProcessHometerm2>$ZHOME</SubProcessHometerm2>
<ScfShortWait>30</ScfShortWait>
<ScfLongWait>300</ScfLongWait>
<SubProcessInFile> An alternative to $ZHOME could be $YMIOP.#CLCI, or a virtual terminal such as $VHS.
<SubProcessHometerm1>: Used only by very old systems before Gxx. A possible alternative is a spooler specification such as $S.#BPAK.HOMETERM.
<SubProcessHometerm2>: Used only for all Gxx, Hxx and Jxx systems. A possible alternative is a spooler specification such as $S.#BPAK.HOMETERM.
<ScfShortWait>: Maximum number of seconds waiting for the shortest commands such as SCF PROBE PROCESS $NCP, TO *.
<ScfLongWait>: Maximum number of seconds waiting for longest commands such as SCF STATUS ADAPTER $ZZSTO.*, SACS

Devices Connected Through SCSI Bridge Don't Reconnect After BackBox Server Maintenance

Context

Maintenance has been performed on the BackBox server that required either rebooting the server or stopping and restarting the VTC (FC) Emulator service. At the service restart time, although the NonStop TAPE devices associated with the virtual devices were not stopped, one or more symptoms may have appeared:

- Automatic load failed with a NO RESOURCE available cause.
- In SCF, TAPE operations failed with error:
    - STORAGE E-00010 File system error: 40, call: WRITEREADX, file: $ZNET
    - STORAGE E00045 I/O process is busy.
- NonStop TAPE device(s) appear(s) FREE but Virtual Tape device status is INACTIVEor ACTIVATED for more than 30 seconds in the Status for NonStop node page in the BackBox User Interface.

Solution

- Make sure the Bridge firmware is at revision (or higher):

  etinet.SFC4200.v3.01.13.rc1 (Sep 20 2012 09:21:29)
- Log on to the Bridge Web console and select the Reboot System from the Bridge Control and then acknowledge the request. Wait for the login screen to re-appear.

WARNING from SQL [6008]: Statistics ...

This warning can occasionally be reported by a Catalog Sync Export or Import process accessing a DSM/TC catalog. This warning does not invalidate the process results. HPE manuals explain how to avoid this message using the SQLCI UPDATE STATISTICS command. It is recommended to run it on all tables of the VOLCAT and the FILECAT. Some SQL operations (DDL) are not allowed during the UPDATE STATISTICS and it is safe to avoid using the DSM/TC catalog while running the UPDATE STATISTIC. i.e., no tape activity, no MEDIACOM session, and no BackBox UI.

Under certain conditions, when a large amount of data is added to a DSM database before the automatic file expiration process has run, this SQL warning message will be prompted:

> 6008 STATISTICS OR PARTITIONS FOR A TABLE WERE NOT AVAILABLE SO THE ACCESS PATH CHOSEN MIGHT NOT BE THE BEST AVAILABLE.

The message means that the console is executing a MEDIACOM session.

The operator must be allowed to read the mention table and to update the SQL catalog (metadata tables in the subvol).

```
> MEDIACOM INFO VOLCAT *
(To get the volcat-subvol name)
> VOLUME volcat-subvol
> SQLCI
> UPDATE ALL STATISTICS FOR TABLE VOLUME NO RECOMPILE
> UPDATE ALL STATISTICS FOR TABLE VOLUME NO RECOMPILE
>
> MEDIACOM INFO FILECAT *
(To get the filecat-subvol name)
> VOLUME filecat-subvol
> SQLCI
> UPDATE ALL STATISTICS FOR TABLE VOLUME NO RECOMPILE
> UPDATE ALL STATISTICS FOR TABLE DISKFILE NO RECOMPILE
> UPDATE ALL STATISTICS FOR TABLE TAPEFILE NO RECOMPILE
> UPDATE ALL STATISTICS FOR TABLE TFTOV NO RECOMPILE
> UPDATE ALL STATISTICS FOR TABLE CONFIG NO RECOMPILE
```

If an ERROR from SQL -1120 is generated when performing the statistics update, you will need to increase SQLCAT heap memory.

Use the =_SQL_CAT_HEAP_LIMIT, FILE M<nnnn> DEFINE to increase the default amount of memory (16 MB) that SQLCAT reserves for these kinds of structures.

The example below allows the heap to increase to 100MB:

```
ADD DEFINE =_SQL_CAT_HEAP_LIMIT, CLASS MAP, FILE M100
```

Don't hesitate to use as much memory as you need, but make sure you allow enough swap space for it.

Use ADD DEFINE =_SQL_CAT_HEAP_LIMIT, CLASS MAP, FILE M1119 to increase the available heap to its maximum.

The response time to certain MEDIACOM commands such as INFO DISKFILE is considerably slower than normal. The SQL message and slow response time are an indication that you need to run the clean-up process manually. To manually run the file expiration process for all local file catalogs, execute these MEDIACOM commands (under SUPER.SUPER):

```
MC> ALTER MEDIADEFS, RESET EXPIRATION MC> EXPIRE TAPEFILE *
```

The EXPIRE TAPEFILE command manually starts the clean-up process on all file catalogs (and because of the accompanying ALTER MEDIADEFS command, all volume catalogs) on your local system. Upon normal completion of EXPIRE TAPEFILE, you receive status messages showing what was affected by the clean-up process.

Shares and Files Access

Disk Shares

The disk storage is provisioned and the shares are created by tools that depend on the file server technology. As network access protocol, CIFS is preferred over NFS. The security must allow full access to the Windows account which will be entered in the BackBox Data Store configuration.

The firewalls between the BackBox application in the VTCs and the file server must allow the CIFS traffic.

Sub-Directories

A Data Store is a group of disk locations that will store a set of virtual volumes. Each location will be entered as a fully qualified disk directory name in the URL notation (\\server\share[\sub-directory..]\).

At least a dedicated directory must be created for each future Data Store entity. Volumes belonging to different Data Stores must not be located in the same path.

Multiple locations are created to spread the Data Store over several servers and/or several physical disks.

Local Disks

Accessing the disk through their drive letter must be avoided. If there is any chance there will be more than a single VTC in the environment, it is recommended to define shares on the directories created for BackBox or VTR and configure the Data Store location by using the share URL (\\VTC1\WIN1), rather than using directory names qualified by a disk letter (D:\WIN1).

File Access Security

The VTCs will execute an MS-Windows non-interactive login using the account & password specified in the Data Store entity of the BackBox Domain configuration.

To create Windows Files Data Store Users and to grant them certain privileges refer to the appropriate Microsoft documentation and procedures.

The account can be a local account (all VTCs must have this same account & password), or a MS-Windows domain account.
The file security for all files in all directories of the Data Store must allow full access to the Data Store account.

To create Windows Files Network Shares on a VTC Server follow the appropriate procedure described on the Microsoft Windows web site.

Troubleshooting Copy Pool Sync

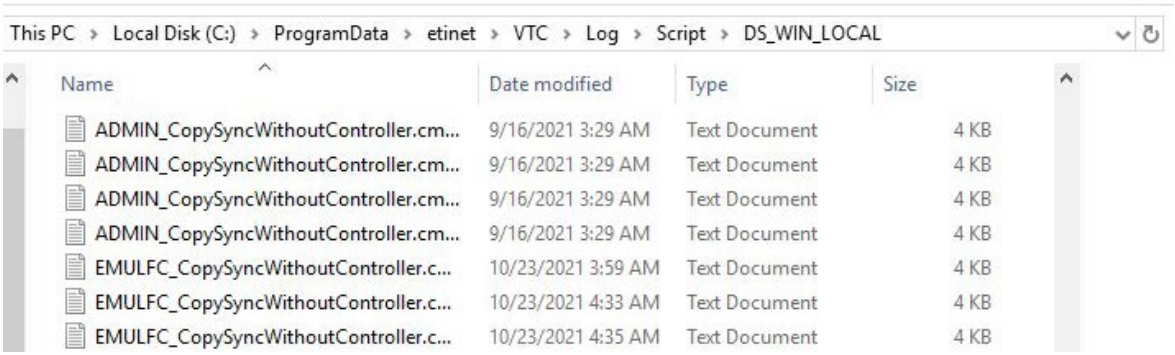
EMS messages indicate the progress of copying and reporting of any errors:

```
15:00 \ETINIUM GCR101EA-TINTIN-I5030 The script [... es\ETINET\VTC\Scripts\Co
```

```
15:06 \ETINIUM GCR101EA-I3498 Copy scripts will be submitted for Data Store G
15:06 \ETINIUM GCR101EA-TINTIN-E8014 Cannot find complete volume files(IND,DA
15:06 \ETINIUM GCR101EA-I3220 1 Copy scripts have been submitted in data store
15:06 \ETINIUM GCR101EA-TINTIN-I5029 The script [... es\ETINET\VTC\Scripts\Co
15:07 \ETINIUM GCR101EA-TINTIN-I5030 The script [... es\ETINET\VTC\Scripts\Co
```

Script output is generated to troubleshoot execution problems.

The output can be found on the VTC server that executed the script in a log folder with the same name as the Data Store.

To find the script log folder, first search the BackBox Default Folder and then navigate to: C:\ProgramData\ETINET\VTC\Log\Script\<DataStoreName>

```
***** SCRIPT output execution for LOAD operation - Request Timestamp 2023-07-
17T13:43:29 *****
...
C:\Program Files\ETINET\VTC\Scripts\CopySync>CopySync.exe Start CopySync process for
volume LBECPS04
**** Error: There is no remote storages defined in the copy pool in the con-
figuration
of DataStore GCR-WIN1ETI_COPYPOOL
C:\Program Files\ETINET\VTC\Scripts\CopySync>if ERRORLEVEL 1 ( echo "Ending in error"
tim
e
 /t
exi
t 1
```