

# ETERNUS SF



## ETERNUS SF

**Express V15.3/**

**Storage Cruiser V15.3/**

**AdvancedCopy Manager V15.3**



## Messages

B1FW-5956-06ENZ0(00)  
July 2013

# Preface

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## Purpose

This manual explains the messages output by the following Storage Management Software ETERNUS SF products (hereafter referred to as "ETERNUS SF series"):

- ETERNUS SF Express (hereafter referred to as "Express")
- ETERNUS SF Storage Cruiser (hereafter referred to as "Storage Cruiser")
- ETERNUS SF AdvancedCopy Manager (hereafter referred to as "AdvancedCopy Manager")

## Target readers

This manual is intended for the system operators and administrators who are responsible for storage management using Express, Storage Cruiser, or AdvancedCopy Manager.

## Organization

This manual is composed as follows:

### [Chapter 1 Overview](#)

This chapter explains the format of the messages described in this manual.

### [Chapter 2 Messages of acmror prefix](#)

This chapter explains the messages that begin with "acmror" prefix.

### [Chapter 3 Messages of ccm prefix](#)

This chapter explains the messages that begin with "ccm" prefix.

### [Chapter 4 Messages of esast prefix](#)

This chapter explains the messages that begin with "esast" prefix.

### [Chapter 5 Messages of escs prefix](#)

This chapter explains the messages that begin with "escs" prefix.

### [Chapter 6 Messages of esflm prefix](#)

This chapter explains the messages that begin with "esflm" prefix.

### [Chapter 7 Messages of esgui prefix](#)

This chapter explains the messages that begin with "esgui" prefix.

### [Chapter 8 Messages of FJSVrcx prefix](#)

This chapter explains the messages that begin with "FJSVrcx" prefix.

### [Chapter 9 Messages of ssage prefix](#)

This chapter explains the messages that begin with "ssage" prefix.

### [Chapter 10 Messages of ssmgr prefix](#)

This chapter explains the messages that begin with "ssmgr" prefix.

### [Chapter 11 Messages of stgxfws prefix](#)

This chapter explains the messages that begin with "stgxfws" prefix.

### [Chapter 12 Messages of swprv prefix](#)

This chapter explains the messages that begin with "swprv" prefix.

### Chapter 13 Messages of swsag prefix

This chapter explains the messages that begin with "swsag" prefix.

### Chapter 14 Messages of swsrp prefix

This chapter explains the messages that begin with "swsrp" prefix.

### Chapter 15 Messages of swst prefix

This chapter explains the messages that begin with "swst" prefix.

### Chapter 16 Messages of swstf prefix

This chapter explains the messages that begin with "swstf" prefix.

### Chapter 17 Messages that begin with a number

This chapter explains the messages that begin with a number.

### Chapter 18 Messages that begin with ERROR

This chapter explains the messages that begin with "ERROR".

### Chapter 19 Messages output in pop-up window on Web Console

This chapter explains the messages that output in a pop-up window on the Web Console.

### Chapter 20 Other Messages

This chapter explains the other messages that are output.

### Appendix A Detailed Messages

This appendix explains the detailed messages that are inserted into the message context.

### Appendix B Error Codes

This appendix explains error codes that are inserted as parameters into the messages.

## Notation

The names, abbreviations, and symbols shown below are used in this manual.

### Operating systems

Product name	Notation	
Microsoft(R) Windows Server(R) 2003, Standard Edition Microsoft(R) Windows Server(R) 2003, Standard x64 Edition Microsoft(R) Windows Server(R) 2003, Enterprise Edition Microsoft(R) Windows Server(R) 2003, Enterprise x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Standard Edition Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition	Windows Server 2003	Windows
Microsoft(R) Windows Server(R) 2008 Standard (32-bit)(64-bit) Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) (32-bit)(64-bit) Microsoft(R) Windows Server(R) 2008 Enterprise (32-bit)(64-bit) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) (32-bit)(64-bit) Microsoft(R) Windows Server(R) 2008 Datacenter (32-bit)(64-bit) Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM) (32-bit)(64-bit)	Windows Server 2008	
Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard	Windows Server 2008 R2	

Product name	Notation	
Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows Server(R) 2008 R2 Datacenter		
Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Datacenter	Windows Server 2012	
Microsoft(R) Windows(R) XP Professional Edition Microsoft(R) Windows(R) XP Home Edition	Windows XP	
Windows Vista(R) Home Basic Windows Vista(R) Home Premium Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate	Windows Vista	
Windows(R) 7 Home Basic Windows(R) 7 Home Premium Windows(R) 7 Professional Windows(R) 7 Enterprise Windows(R) 7 Ultimate	Windows 7	
Windows(R) 8 Windows(R) 8 Pro	Windows 8	
Solaris(TM) 9 Operating system	Solaris 9	Solaris or Solaris OS
Oracle Solaris 10	Solaris 10	
Oracle Solaris 11	Solaris 11	
Red Hat(R) Enterprise Linux(R) AS (v.4 for x86) Red Hat(R) Enterprise Linux(R) AS (v.4 for EM64T)	RHEL-AS4	Linux
Red Hat(R) Enterprise Linux(R) ES (v.4 for x86) Red Hat(R) Enterprise Linux(R) ES (v.4 for EM64T)	RHEL-ES4	
Red Hat(R) Enterprise Linux(R) 5 (for x86) Red Hat(R) Enterprise Linux(R) 5 (for Intel64)	RHEL5	
Red Hat(R) Enterprise Linux(R) 6 (for x86) Red Hat(R) Enterprise Linux(R) 6 (for Intel64)	RHEL6	
SUSE(R) Linux Enterprise Server 11 for x86 SUSE(R) Linux Enterprise Server 11 for EM64T	SUSE Linux Enterprise Server 11	
HP-UX 11.0 HP-UX 11i v1 HP-UX 11i v2 HP-UX 11i v3	HP-UX	
AIX 5L(TM) V5.1 AIX 5L(TM) V5.2 AIX 5L(TM) V5.3 AIX(R) V6.1 AIX(R) V7.1	AIX	
VMware(R) Infrastructure 3 Foundation VMware(R) Infrastructure 3 Standard VMware(R) Infrastructure 3 Enterprise	VMware Infrastructure 3	VMware
VMware vSphere(R) 4 Essentials Kit VMware vSphere(R) 4 Essentials Plus Kit VMware vSphere(R) 4 Standard Edition(TM) VMware vSphere(R) 4 Standard Plus Data Recovery VMware vSphere(R) 4 Advanced Edition(TM)	VMware vSphere 4	

Product name	Notation	
VMware vSphere(R) 4 Enterprise Edition(TM) VMware vSphere(R) 4 Enterprise Plus Edition(TM)		
VMware vSphere(R) 5 Essentials Kit VMware vSphere(R) 5 Essentials Plus Kit VMware vSphere(R) 5 Standard Edition(TM) VMware vSphere(R) 5 Standard Plus Data Recovery VMware vSphere(R) 5 Enterprise Edition(TM) VMware vSphere(R) 5 Enterprise Plus Edition(TM)	VMware vSphere 5	

Oracle Solaris might be described as Solaris, Solaris Operating System, or Solaris OS.

Products of Fujitsu Storage Systems ETERNUS and Storage Management Software ETERNUS SF

Formal name	Abbreviation		
ETERNUS DX60/DX60 S2 ETERNUS DX80/DX80 S2 ETERNUS DX90/DX90 S2	-	ETERNUS DX series	ETERNUS Disk storage system
ETERNUS DX410 ETERNUS DX440	ETERNUS DX400 series	ETERNUS DX400/DX400 S2 series	
ETERNUS DX410 S2 ETERNUS DX440 S2	ETERNUS DX400 S2 series		
ETERNUS DX8100 ETERNUS DX8400 ETERNUS DX8700	ETERNUS DX8000 series	ETERNUS DX8000/DX8000 S2 series	
ETERNUS DX8100 S2 ETERNUS DX8700 S2	ETERNUS DX8000 S2 series		
ETERNUS2000 ETERNUS4000 ETERNUS8000	-		
Web GUI of ETERNUS DX series	ETERNUS Web GUI		
ETERNUSmgr			

Software products

Formal name	Abbreviation
Microsoft(R) Cluster Service	MSCS
Microsoft(R) Windows Server(R) Failover Clustering	WSFC
Microsoft(R) Exchange Server	Exchange Server
Microsoft(R) SQL Server(TM)	SQL Server
PRIMECLUSTER Global Disk Services	GDS
Symfoware Server Enterprise Extended Edition Symfoware Server Enterprise Edition	Symfoware
VMware(R) ESX(R)	VMware ESX
VMware(R) ESXi(TM)	VMware ESXi
VMware(R) vCenter(TM) Server	VMware vCenter Server or vCenter Server

Manuals

Formal name	Abbreviation
ETERNUS SF Express / ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Release Notes	ETERNUS SF Release Notes
ETERNUS SF Express / ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Installation and Setup Guide	ETERNUS SF Installation and Setup Guide
ETERNUS SF Express / ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Migration Guide	ETERNUS SF Migration Guide
ETERNUS SF Express / ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Web Console Guide	ETERNUS SF Web Console Guide
ETERNUS SF Express / ETERNUS SF AdvancedCopy Manager Operation Guide for Copy Control Module	ETERNUS SF Operation Guide for Copy Control Module
ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Cluster Environment Setup Guide	ETERNUS SF Cluster Environment Setup Guide
ETERNUS SF Express / ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Messages	ETERNUS SF Messages
ETERNUS SF Express / ETERNUS SF Storage Cruiser Event Guide	ETERNUS SF Event Guide
ETERNUS SF Express / ETERNUS SF Storage Cruiser / ETERNUS SF AdvancedCopy Manager Glossary	ETERNUS SF Glossary

#### Others

- In this manual, "ETERNUS4000" does not include ETERNUS4000 models 80 and 100.
- ETERNUS SF Web Console is abbreviated as "Web Console".
- In this manual, the following products are collectively described as "Windows Server 2008 or later".
  - Windows Server 2008
  - Windows Server 2008 R2
  - Windows Server 2012

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### Shipment date and revision history

Shipment date	Revision	Manual code
January 2012	1	B1FW-5956-01ENZ0(00) / B1FW-5956-01ENZ2(00)
February 2012	1.1	B1FW-5956-01ENZ0(01) / B1FW-5956-01ENZ2(01)
February 2012	1.2	B1FW-5956-01ENZ0(02) / B1FW-5956-01ENZ2(02)
March 2012	1.3	B1FW-5956-01ENZ0(03) / B1FW-5956-01ENZ2(03)
April 2012	2	B1FW-5956-02ENZ0(00) / B1FW-5956-02ENZ2(00)
May 2012	2.1	B1FW-5956-02ENZ0(01) / B1FW-5956-02ENZ2(01)
August 2012	3	B1FW-5956-03ENZ0(00) / B1FW-5956-03ENZ2(00)
December 2012	4	B1FW-5956-04ENZ0(00) / B1FW-5956-04ENZ2(00)
February 2013	4.1	B1FW-5956-04ENZ0(01) / B1FW-5956-04ENZ2(01)
March 2013	4.2	B1FW-5956-04ENZ0(02) / B1FW-5956-04ENZ2(02)
June 2013	5	B1FW-5956-05ENZ0(00) / B1FW-5956-05ENZ2(00)
July 2013	6	B1FW-5956-06ENZ0(00) / B1FW-5956-06ENZ2(00)

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- The following model numbers are different in Japan and other countries.  
When the model number of Japan appears in the text, please take it as referring to the model number of the other countries.

Japan	Other countries
GP7B8FC1	GP7B8FC1U
PG-FC102	SNP:SY-F2244E2-P, SNP:SY-F2244E2-A, SNP:SY-F2244L2-P
PG-FC105	S26361-F2624-E1
PG-FC106	S26361-F2843-E1
PG-FC107	S26361-F3141-E10, S26361-F3141-E210
PG-FC201	S26361-F3141-E1
PG-FC202/202L	S26361-F3306-E1, S26361-F3306-E201
PG-FC203/203L	S26361-F3961-E1, S26361-F3961-E201
PG-FC204/204L	S26361-F3961-E2
PG-FCD101	S26361-F3023-E1
PG-FCD201	S26361-F3306-E601
PG-FCD202	S26361-D2865-A100
PW008FC2	PW008FC2U
PW008FC3	PW008FC3U

Japan	Other countries
SE0X7F11F	SE0X7F11X
SE0X7F12F	SE0X7F12X
SE0X7F21F	SE0X7F21X
SE0X7F22F	SE0X7F22X
XSEFC401AF	XSEFC401AU, XSEFC401AX
XSEFC402AF	XSEFC402AU, XSEFC402AX

This product model is not the same in all regions. Please check with your sales representative to see the model name in your area.

- The following product names are different in Japan and other countries.

When the product name of Japan appears in the text, please take it as referring to the product name of the other countries.

Japan	Other countries
SafeDisk	SynfinityDisk
SafeCluster	SynfinityCluster
SafeFile	SynfinityFile

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## Update history

Content of update	Updated section	Revision
Corrected [Explanation] and [System administrator response] of swstf5141 message.	Chapter 14	2.1
Modified [System administrator response] of STXC2069 message.	A.1	
Added some messages.	A.4	
Added Oracle Solaris 11, AIX V6.1 and AIX V7.1 in the operating systems.	Notation in Preface	3
Added some messages.	Chapter 2, 5 and 15, Appendix A	
Modified [Explanation] and [System administrator response] of some messages.	Chapter 5, 8, 12, 13 and 15, Appendix A	
Modified [Message text] of some messages.	Chapter 8 and 15	
Added Windows Server 2012 and Windows 8 in the operating systems.	Notation in Preface	4
Added new messages that begin with "esflm" prefix.	Chapter 5	
Added some messages.	Chapter 4, 6, and A.4	
Modified [System administrator response] of some messages.	Chapter 7, 9, 13, 14, 15, A.1, and A.4	
Added new messages that begin with "acmror" prefix.	Chapter 2	4.1
Modified [System administrator response] of some messages.	Chapter 7 (esgui00005), Chapter 14 (swsrp0697), Chapter 15 (swst0697), A.1 (STXC1223)	



Content of update	Updated section	Revision
Modified the message text and [Explanation] of two messages.	Chapter 13 (swsag0190, swsag0191)	
Modified [System administrator response] of two messages.	Chapter 14 (swsrp4648, swsrp4674)	
Modified [System administrator response] of two messages.	Chapter 7 (esgui01016, esgui04006)	4.2
Modified [Parameters] of swsrp4680 message with the support of Exchange Server 2013.	Chapter 14 (swsrp4680)	
Added some messages.	Chapter 4, 5, 7, 10, 14, 15, and 17	5
Modified [Explanation] and/or [System administrator response] of some messages.	Chapter 7 (esgui04005, esgui04008, esgui04009, esgui04011, esgui04017, esgui04022, esgui04023, esgui04029), Chapter 10 (ssmgr3401, ssmgr3465, ssmgr3483, ssmgr3487, ssmgr3489, ssmgr3503, ssmgr3504, ssmgr3533, ssmgr3540), Chapter 13 (swsag0022), Chapter 14 (swsrp0634, swsrp0693, swsrp2676, swsrp4624, swsrp4648, swsrp4670, swsrp4672), Chapter 16 (swstf5102), A.1 (STXC1003, STXC2070, STXC2089, STXC2095, STXC3004), A.4 (error code 26 and 92)	
Deleted two messages.	Chapter 4 (esast3010, esast3011)	
Added a new chapter "Messages output in pop-up window on Web Console".	Chapter 19	
Added a message.	Chapter 7 (esgui04034)	6

## Manual organization and reading suggestions

### Manual organization

The following table describes the Manual organization of Express, Storage Cruiser and AdvancedCopy Manager.

When to read	Related manuals (abbreviated)	Related products (*1)			Explanation
		EXP	SC	ACM	
Before installation	Quick Reference	Yes	Yes	Yes	<p>This manual is unique for each product. The following manuals are available:</p> <ul style="list-style-type: none"> <li>- Express Quick Reference</li> <li>- Storage Cruiser Quick Reference</li> </ul>

When to read	Related manuals (abbreviated)	Related products (*1)			Explanation
		EXP	SC	ACM	
					- AdvancedCopy Manager Quick Reference
	Release Notes	Yes	Yes	Yes	This manual is common for all products.
	Overview	-	-	Yes	This manual is unique for each product.
During installation	Installation and Setup Guide	Yes	Yes	Yes	This manual is common for all products.
	Cluster Environment Setup Guide	-	Yes	Yes	This manual is common for Storage Cruiser and AdvancedCopy Manager.
	Migration Guide	Yes	Yes	Yes	This manual is common for all products.
During operation	Operation Guide	Yes	Yes	Yes	This manual is unique for each product. The following manuals are available: <ul style="list-style-type: none"> <li>- Express Operation Guide</li> <li>- Storage Cruiser Operation Guide</li> <li>- Storage Cruiser Operation Guide for Optimization Option</li> <li>- AdvancedCopy Manager Operation Guide (for Windows)</li> <li>- AdvancedCopy Manager Operation Guide (for Solaris)</li> <li>- AdvancedCopy Manager Operation Guide (for Linux)</li> <li>- AdvancedCopy Manager Operation Guide (for HP-UX)</li> <li>- AdvancedCopy Manager Operation Guide (for AIX)</li> <li>- AdvancedCopy Manager for Exchange Server Operation Guide</li> </ul>
	Operation Guide for Copy Control Module	Yes	-	Yes	This manual is common for Express and AdvancedCopy Manager.
	Web Console Guide	Yes	Yes	Yes	This manual is common for all products.
Anytime	Event Guide	Yes	Yes	-	This manual is common for Express and Storage Cruiser.
	Messages	Yes	Yes	Yes	This manual is common for all products.
	Glossary	Yes	Yes	Yes	This manual is common for all products.

\*1: "EXP" indicates Express, "SC" indicates Storage Cruiser and "ACM" indicates AdvancedCopy Manager.

## How to read manuals

Please use the following table to find the most useful information in the Express, Storage Cruiser and AdvancedCopy Manager manuals to answer your inquiry.

Purpose	Related products (*1)	Manual	Main contents	How to read
Acquiring a product overview and basic operation knowledge	EXP	- Express Quick Reference	<ul style="list-style-type: none"> <li>- Product overview</li> <li>- Installation decision</li> <li>- Overview of the necessary tasks from installation to first use</li> </ul>	Please read if you want to acquire a fundamental knowledge of the product and its operation in order to decide to install it or not.
	SC	- Storage Cruiser Quick Reference		
	ACM	- AdvancedCopy Manager Quick Reference		

Purpose	Related products (*1)	Manual	Main contents	How to read
		- AdvancedCopy Manager Overview	- Main functions - Linkable applications - Procedure overview for Advanced Copy of ETERNUS Disk storage system	
Confirming the updated contents	common	- ETERNUS SF Release Notes	- New function overview - Incompatibilities with previous version - Fixed bugs	Please read if you want to know the updated contents from a previous version and if you perform the upgrade.
Deciding if a version upgrade is required	common	- ETERNUS SF Migration Guide	- Notes and cautions about version upgrade - Version upgrade procedure	Please read if you want to upgrade from a previous version.
Installing and correctly operating the product  Setting up operating environment depending on purpose	common	- ETERNUS SF Installation and Setup Guide	- Operating environment - Installation procedure - Setup procedure - Uninstallation procedure	Please read if you want to install and setup the product.
	SC, ACM	- ETERNUS SF Cluster Environment Setup Guide	- Supported cluster software - Installation procedure for a clustered system - Setup procedure for a clustered system - Uninstallation procedure for a clustered system	Please read if you want to install and setup the product on a clustered system.
Administration and operation of the installed system	EXP	- Express Operation Guide	- Starting and stopping the software - Device monitoring - Data copy inside the storage system - Necessary tasks after an architectural modification of the system as well as product maintenance	Please read if you want to start or shutdown the system, monitor the operation status, do backup/restore operations, etc.
	SC	- Storage Cruiser Operation Guide	- Starting and stopping the software - Device monitoring - Necessary tasks after an architectural modification of the system as well as product maintenance - Command reference	

Purpose	Related products (*1)	Manual	Main contents	How to read
		- Storage Cruiser Operation Guide for Optimization Option	- Operating environment construction - Operating status monitoring - Necessary tasks after an architectural modification of the system as well as product maintenance - Command reference	
	EXP, ACM	- ETERNUS SF Operation Guide for Copy Control Module	- Starting and stopping the software	
	ACM	- AdvancedCopy Manager Operation Guide (for Windows) - AdvancedCopy Manager Operation Guide (for Solaris) - AdvancedCopy Manager Operation Guide (for Linux) - AdvancedCopy Manager Operation Guide (for HP-UX) - AdvancedCopy Manager Operation Guide (for AIX)	- Data backup/restore inside the storage system - Necessary tasks after an architectural modification of the system as well as product maintenance - Command reference	
		- AdvancedCopy Manager for Exchange Server Operation Guide	- Restoring the Exchange Server database using the Restore Wizard	
	common	- ETERNUS SF Web Console Guide	- Operating environment - Screen layout description	
Dealing with messages issued by the software	common	- ETERNUS SF Messages	- Messages and their explanations - Parameter (variable information) description - System action - Countermeasures	Please read if you want a practical way of investigating and dealing with messages issued by the software.
Dealing with events issued by the software	EXP, SC	- ETERNUS SF Event Guide	- Phenomenon of event - Countermeasures	Please read if you need to find a practical way of investigating and dealing with events.
Researching the meaning of specific terms related to the products and other important terms	common	- ETERNUS SF Glossary	- Product specific terminology explanation - Explanation of important terminology appearing in the manual - Synonyms and related terms	Please read if you want to learn the meaning of important terms, product specific terms or abbreviations used in the manuals.

Purpose	Related products (*1)	Manual	Main contents	How to read
			- Proper form of abbreviated terms	

\*1: "EXP" indicates Express, "SC" indicates Storage Cruiser and "ACM" indicates AdvancedCopy Manager.

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# Chapter 1 Overview

This manual explains the messages that following products output.

- ETERNUS SF Express
- ETERNUS SF Storage Cruiser
- ETERNUS SF AdvancedCopy Manager

## 1.1 Message type

The type of output messages are shown below.

- Messages output to the event log (Windows environment)
- Messages output to the system log (Solaris, Linux, HP-UX, or AIX environment)
- Messages output to the stdout (standard output) or stderr (standard error output) as the result of command processing
- Messages output to the screen as the result of Web Console operation

This manual carries messages that may be output. When a message is output, search it in this manual by specifying the message text as the search key, check the message meaning and action to be taken.

## 1.2 Explanation format

Each message consists of a message ID and message text. In this manual, each message is explained according to the items listed in the table below.

Table 1.1 How to read message explanations

Item	Description
Message text	Shows how the message is displayed.
Explanation	Explains the meaning of the message text.
Parameters	Explains the meanings of parameters if included in the message.
System action	Explains how the system acts when a message is displayed.
Operator response	Explains action to be taken by the operator in response to this message being output.
System administrator response	Explains action to be taken by the system administrator in response to this message being output.

## Chapter 2 Messages of acmror prefix

### acmror0000: Successful completion. (*kvmGuestName*)

#### Explanation

The host information setting file and guest information setting file were successfully created or updated to the target KVM guest.

#### Parameters

*kvmGuestName* : Target KVM guest name

#### System action

The system completes processing.

#### System administrator response

No response is required.

### acmror0001: Invalid parameter. (*parameter*[,*kvmGuestName*])

#### Explanation

There is an error in the parameter specified.

#### Parameters

*parameter* : Parameter name in which error was found. The displayed strings are shown below.

Displayed Strings	Error Cause
HOST IP	Invalid KVM host IP address
OS TYPE	Invalid operating system type
GUEST IP	Invalid KVM guest IP address
PARAM SHORTAGE	Number of parameters is short

*kvmGuestName* : Target KVM guest name (it is not displayed when *parameter* is "PARAM SHORTAGE")

#### System action

The system terminates processing.

#### System administrator response

Contact a Fujitsu system engineer.

Log in to the target KVM guest and update the host information setting file and guest information setting file manually till the processing completes.

### acmror0005: The configuration/command file does not exist. (*kvmGuestName*,*fileName*)

#### Explanation

The command to update the ROR cooperative information setting file, or host information setting file and guest information setting file does not exist.

#### Parameters

*kvmGuestName* : Target KVM guest name

*fileName* : Full path of the command to update the ROR cooperative information setting file, or host information setting file and guest information setting file

#### System action

The system terminates processing.



## System administrator response

Contact a Fujitsu system engineer.

---

### acmror0006: Set mistake in configuration file. (*kvmGuestName*, *keyName*)

#### Explanation

There are errors in the information configured in the ROR cooperative information setting file.

#### Parameters

*kvmGuestName* : Target KVM guest name

*keyName* : Keyname in which error was found. The displayed strings are shown below.

Displayed Strings	Error Cause
HOST_PORT	Invalid the AdvancedCopy Manager's agent port number on KVM host is specified.
GUEST_PORT	Invalid the AdvancedCopy Manager's agent port number on KVM guest is specified.
GUEST_SUBNETS	There is an error in the specified subnet address of LAN permitted to communicate with AdvancedCopy Manager's agent on KVM guest, from the ServerView Resource Orchestrator manager installed environment.
RETRY_NUM	Invalid number of retry for recoverable error is specified.
RETRY_INTERVAL	Invalid interval of retry for recoverable error is specified.

#### System action

The system terminates processing.

#### System administrator response

Review the ROR cooperative information setting file based on the displayed *keyName*.

If the error reoccurs despite of correct configuration, contact a Fujitsu system engineer.

Log in to the target KVM guest and update the host information setting file and guest information setting file manually till the processing completes.

---

### acmror0007: The connection from the management server has not been permitted. (*kvmGuestName*)

#### Explanation

The IP address of the target KVM guest is not permitted to communicate with the environment into which ServerView Resource Orchestrator manager is installed.

#### Parameters

*kvmGuestName* : Target KVM guest name

#### System action

The system terminates processing.

#### System administrator response

Based on the IP address of the target KVM guest, check whether the subnet address specified in "GUEST\_SUBNETS" of the ROR cooperative information setting file is properly set. If there is any error or shortage in the specification, correct it.

If the error reoccurs despite of proper setting, contact a Fujitsu system engineer.

Log in to the target KVM guest and update the host information setting file and guest information setting file manually till the processing completes.

---

### acmror0010: Guest OS was not started. (*kvmGuestName*)

## Explanation

The operating system on the target KVM guest is not started.

## Parameters

*kvmGuestName* : Target KVM guest name

## System action

The system terminates processing.

## System administrator response

It may take some time to start the operating system. Check whether any error is occurring when starting the operating system on the target KVM guest.

If there is no problem when starting the operating system, adjust so as to make long "RETRY\_NUM" and "RETRY\_INTERVAL" of the ROR cooperative information setting file.

If the error reoccurs despite of the adjustment, contact a Fujitsu system engineer.

Log in to the target KVM guest and update the host information setting file and guest information setting file manually till the processing completes.

---

## acmror0011: The setting of ACM information failed. (*detailMessage* - *kvmGuestName*)

## Explanation

It failed to create/update the host information setting file and guest information setting file for the target KVM guest.

## Parameters

*detailMessage* : Detailed message for processing to create/update the host information setting file and guest information setting file for the target KVM guest

*kvmGuestName* : Target KVM guest name

## System action

The system terminates processing.

## System administrator response

Based on the displayed *detailMessage*, take the following actions:

Detailed Message	Action Plan
Invalid parameter number.	Contact a Fujitsu system engineer.
Invalid parameter.	
Internal Error.	
The guest is excluded.	In ServerView Resource Orchestrator L-Server operation, it is possible that the "Live migration" operation was performed immediately after the "Start" operation. After the "Start" operation, check that <a href="#">acmror0000</a> message is output to the system log and then perform the "Live migration" operation.  In addition, adjust so as to make long "RETRY_NUM" and "RETRY_INTERVAL" of the ROR cooperative information setting file.
A communication error occurred.	Take the following actions to the target KVM guest. If everything is valid, contact a Fujitsu system engineer. <ul style="list-style-type: none"><li>- Check that AdvancedCopy Manager's agent is properly installed.</li><li>- Check that AdvancedCopy Manager's agent is started.</li><li>- If the error occurred when starting the operating system, configure so that AdvancedCopy Manager's agent can start automatically.</li></ul>

Detailed Message	Action Plan
	<ul style="list-style-type: none"> <li>- Check that "GUEST_PORT" of the ROR cooperative information setting file is valid.</li> <li>- Check that the communication pathway to the above specified port works properly.</li> </ul>
A remote process error occurred.	Check that AdvancedCopy Manager's agent is properly installed into the target KVM guest. If it is valid, contact a Fujitsu system engineer.
Insufficient memory.	Check free memory space on the environment into which ServerView Resource Orchestrator manager is installed. If it is short, increase the memory.

Log in to the target KVM guest and update the host information setting file and guest information setting file manually till the processing completes.

## Chapter 3 Messages of ccm prefix

---

### ccm1001

An invalid argument was specified.

#### Explanation

An invalid argument has been specified.

#### System action

The system terminates processing.

#### System administrator response

Check the valid values for the argument, and execute the command again.

---

### ccm1002

An invalid option was specified. *option=option*

#### Explanation

An invalid option has been specified.

#### Parameters

*option* : Specified option

#### System action

The system terminates processing.

#### System administrator response

Check the valid values for the option, and execute the command again.

---

### ccm1003

An invalid parameter was specified. *option=option, parameter=parameter*

#### Explanation

An invalid parameter has been specified. The reason is either of the following.

- The *parameter* of the option shown in *option* is incorrect.
- The *parameter* of the option shown in *option* and the parameter of other option are inconsistent.

#### Parameters

*option* : Specified option

*parameter* : Specified parameter

#### System action

The system terminates processing.

#### System administrator response

Perform one of the following actions:

- Check the specification of the option shown in *option*. Specify the correct value with the parameter, and execute the command again.
- Check the conditions can be specified with between the parameter of the option shown in *option* and the parameter of other option. Specify the correct value with each parameter, and execute the command again.

---

## ccm1004

An invalid option was specified for the copy type. *copy group=copyGroup, copy type=copyType, option=option*

### Explanation

An invalid option has been specified for a copy group.

### Parameters

*copyGroup* : Copy group name

*copyType* : Copy type

*option* : Specified option

### System action

The system terminates processing.

### System administrator response

Check the valid values for the copy type, and execute the command again.

---

## ccm2001

This command requires operating system's administrative privileges.

### Explanation

This command can only be executed with Administrator privileges.

### System action

The system terminates processing.

### System administrator response

Execute the command as a user with Administrator privileges.

---

## ccm2002

The license is not registered.

### Explanation

The license has not been registered yet.

### System action

The system terminates processing.

### System administrator response

Register the license, and execute the command again.

---

## ccm3001

The specified disk array is already registered. *disk array=arrayName*

### Explanation

Information for the specified ETERNUS Disk storage system has already been registered.

### Parameters

*arrayName* : ETERNUS name or ETERNUS Disk storage system IP address

### System action

The system terminates processing.

## System administrator response

Confirm the existing ETERNUS Disk storage system information (ETERNUS name, Box ID and IP address of ETERNUS Disk storage system) by executing the `acarray list` command. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

---

### ccm3002

The specified copy group is already registered. `copy group=copyGroup`

#### Explanation

The copy group has already been registered.

#### Parameters

`copyGroup`: Copy group name

#### System action

The system terminates processing.

#### System administrator response

Execute the command again, specifying a copy group name that has not been registered yet.

---

### ccm3003

The specified copy pair already registered. `copy group=copyGroup, pair=copyPair`

#### Explanation

The copy pair has already been registered.

#### Parameters

`copyGroup`: Copy group name

`copyPair`: Copy pair name

#### System action

The system terminates processing.

#### System administrator response

Execute the command again, specifying a copy pair name that has not been registered yet.

---

### ccm3004

An invalid copy pair was specified. `pair=copyPair, detail=detail`

#### Explanation

An invalid copy pair has been specified.

#### Parameters

`copyPair`: Copy pair name

`detail`: Detailed information about the cause of the error

The `detail` is will be one of the following strings:

Strings Displayed in <code>detail</code>	Error Cause
invalid format	The format of the copy pair is incorrect.
invalid disk array	The specified ETERNUS Disk storage system has not been set up for the copy group.
same disk array	The same ETERNUS Disk storage system has been specified for both the copy source and the copy destination.

Strings Displayed in <i>detail</i>	Error Cause
invalid copy direction	The copy direction is not the same as the other copy pairs that have already been added to the copy group.
invalid Snap Data Volume	The copy destination logical volume of the specified copy pair is not Snap Data Volume.
old disk array info	The required ETERNUS Disk storage system re-registration needed by the upgrade procedure has not been performed.

### System action

The system terminates processing.

### System administrator response

The action required depends on the *detail* string, as described below:

Strings Displayed in <i>detail</i>	Action Plan
invalid format	Execute the command again, specifying a correct format for the copy pair.
invalid disk array	Execute the command again, specifying the ETERNUS Disk storage system that has been set up for the copy group.
same disk array	Execute the command again, specifying different ETERNUS Disk storage system for the copy source and the copy destination.
invalid copy direction	Execute the command again, using the same copy direction as for the other copy pairs that have already been added to the copy group.
invalid Snap Data Volume	Execute the command again, specifying the Snap Data Volume for the copy destination logical volume.
old disk array info	Execute the command again, after the re-registration of ETERNUS Disk storage system by referring to the following manual. "Changing information other than ETERNUS names or access volumes" in "Changing the registration information for ETERNUS Disk storage system" in the <i>ETERNUS SF Operation Guide for Copy Control Module</i> .

---

## ccm3005

An invalid volume is specified. *volume=volumeName, detail=detail*

### Explanation

An invalid logical volume is specified.

### Parameters

*volumeName* : Logical volume name

*detail* : Detailed information about the cause of the error

The *detail* is will be one of the following strings:

Strings Displayed in <i>detail</i>	Error Cause
invalid format	The format of the logical volume is incorrect.

### System action

The system terminates processing.

### System administrator response

The action required depends on the *detail* string, as described below:

Strings Displayed in <i>detail</i>	Action Plan
invalid format	Confirm the format of logical volume. Then, execute the command again, specifying a correct format.

---

### ccm3006

The number of generation is exceeded the registerable number. Maximum Number of Generation=*maxNumber*

#### Explanation

The number of generation that can be registered is exceeded.

#### Parameters

*maxNumber*: Maximum number of generation that can be registered

#### System action

The system terminates processing.

#### System administrator response

Check whether the number of copy pairs that have the same copy source logical volume is exceeded the maximum number or not.

---

### ccm3007

The REC buffer could not be found. ID=*bufferID*

#### Explanation

The specified buffer ID does not exist.

#### Parameters

*bufferID*: REC transfer buffer ID

#### System action

The system terminates processing.

#### System administrator response

Execute the command again, specifying the correct ID.

---

### ccm3008

An invalid access volume is specified. access volume=*volumeName*, detail=*detail*

#### Explanation

An invalid access volume is specified.

#### Parameters

*volumeName*: Access volume

*detail*: Detailed information about the cause of the error

The *DETAIL* is will be one of the following strings:

Strings Displayed in <i>detail</i>	Error Cause
invalid access volume	The access volume is incorrect.

#### System action

The system terminates processing.



## System administrator response

The action required depends on the *detail* string, as described below:

Strings Displayed in <i>detail</i>	Action Plan
invalid access volume	Execute the command again, specifying the access volume of the specifying ETERNUS Disk storage system.

---

### ccm3009

The remote ETERNUS disk storage system is defined in the specified copygroup. remote disk storage system= *arrayName*

#### Explanation

The remote ETERNUS Disk storage system is defined for the specified copy group.

#### Parameters

*arrayName* : Name of ETERNUS Disk storage system

#### System action

The system terminates processing.

#### System administrator response

Check that the specified ETERNUS Disk storage system is not remote ETERNUS Disk storage system.

- Appropriate action using the command:

To display the list of remote ETERNUS Disk storage system, execute the `acarray list` command with `-remote` option. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
2. On the Main pane, click the target ETERNUS Disk storage system.
3. On the Category pane, click **Advanced Copy**.  
The information related to Advanced Copy is displayed on the Main pane.
4. On the Main pane, check that "Using as remote partner (REC)" is not displayed in **Copy Control Type** field.

---

### ccm4001

The specified disk array does not exist. disk array=*arrayName*

#### Explanation

There is no information for the specified ETERNUS Disk storage system.

#### Parameters

*arrayName* : ETERNUS name

#### System action

The system terminates processing.

#### System administrator response

- Appropriate action using the command:

Execute the `acarray list` command to check whether the specified ETERNUS name is correct. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
2. On the Main pane, click the target ETERNUS Disk storage system.
3. On the Category pane, click **Advanced Copy**.  
The information related to Advanced Copy is displayed on the Main pane.
4. On the Main pane, check whether the correct connection type is set in **Copy Control Type** field.

---

## ccm4002

The specified disk array does not exist. disk array=*boxID*

### Explanation

There is no information for the specified ETERNUS Disk storage system.

### Parameters

*boxID*: Box ID of ETERNUS Disk storage system

### System action

The system terminates processing.

### System administrator response

The information for the ETERNUS Disk storage system specified by the *boxID* has been deleted.

Register the same Box ID information for the specified ETERNUS Disk storage system again, and execute the command again.

---

## ccm4003

The specified copy group was not found. copy group=*copyGroup*

### Explanation

The specified copy group has not been set up.

### Parameters

*copyGroup*: Copy group name

### System action

The system terminates processing.

### System administrator response

- Appropriate action using the command:

Execute the `acgroup list` command to check whether the specified copy group name is correct. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
2. On the Main pane, click the target ETERNUS Disk storage system.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Copy Group**.  
The created copy group list is displayed on the Main pane.
5. Check whether the specified copy group is correct.

---

**ccm4004**

No copy pair was found for the specified copy group. *copy group=copyGroup*

**Explanation**

The copy pair has not been set up for the specified copy group.

**Parameters**

*copyGroup* : Copy group name

**System action**

The system terminates processing.

**System administrator response**

Set up the copy pair for the specified copy group, and execute the command again.

---

**ccm4005**

The specified copy pair was not found. *copy group=copyGroup, pair=copyPair*

**Explanation**

The specified copy pair has not been set up for the copy group.

**Parameters**

*copyGroup* : Copy group name

*copyPair* : Copy pair name

**System action**

The system terminates processing.

**System administrator response**

Set up the specified copy pair for the copy group, and execute the command again.

---

**ccm4006**

The specified logical volume was not found. *logical volume=volumeName*

**Explanation**

The specified logical volume does not exist.

**Parameters**

*volumeName* : Logical volume name

**System action**

The system terminates processing.

**System administrator response**

Execute the command again, specifying an existing logical volume.

---

**ccm4007**

An invalid copy group was specified. *copy group=copyGroup, copy type=copyType*

**Explanation**

The operation that the user is trying to execute cannot be performed on the specified copy group.

## Parameters

*copyGroup* : Specified copy group  
*copyType* : Copy type set in the copy group

## System action

The system terminates processing.

## System administrator response

Check the copy type that has been set up for the specified copy group.

---

### ccm4008

The logical volume is not found. copy group=*copyGroup*, logical volume=*volumeName*

## Explanation

The specified logical volume does not exist.

## Parameters

*copyGroup* : specified copy group  
*volumeName* : Logical volume name

## System action

The system terminates processing.

## System administrator response

Execute the command again, specifying an existing copy source logical volume in the specified copy group.

---

### ccm4009

Remote ETERNUS Disk storage system cannot be specified. disk array=*arrayName*

## Explanation

The remote ETERNUS Disk storage system cannot be specified.

## Parameters

*arrayName* : Name of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Check that the specified ETERNUS Disk storage system is not remote ETERNUS Disk storage system.

- Appropriate action using the command:

To display the list of remote ETERNUS Disk storage system, execute the `acarray list` command with `-remote` option. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
2. On the Main pane, click the target ETERNUS Disk storage system.
3. On the Category pane, click **Advanced Copy**.  
The information related to Advanced Copy is displayed on the Main pane.
4. On the Main pane, check that "Using as remote partner (REC)" is not displayed in **Copy Control Type** field.

---

### ccm4010

An access volume could not be found. disk storage system=*arrayName*

#### Explanation

An access volume could not be found.

#### Parameters

*arrayName* : ETERNUS name

#### System action

The system terminates processing.

#### System administrator response

Confirm that the specified ETERNUS Disk storage system has a valid access volume.

---

### ccm4011

The directory could not be found. directory=*dirName*

#### Explanation

The specified directory is not found.

#### Parameters

*dirName* : Directory name

#### System action

The system terminates processing.

#### System administrator response

Confirm that the directory actually exists, or check whether the directory name is correct. Then, execute the command again.

---

### ccm4012

Session does not exist. function=*function* (*status*)

#### Explanation

The session does not exist.

#### Parameters

*function* : Function name

*status* : Advanced Copy status information

#### System action

The system terminates processing.

#### System administrator response

An operation has been executed regarding a copy pair where a session does not exist.  
Confirm the session status.

---

### ccm4013

Session already exists. function=*function* (*status*)

#### Explanation

The session already exists.

## Parameters

*function* : Function name

*status* : Advanced Copy status information

## System action

The system terminates processing.

## System administrator response

An operation has been executed regarding a copy pair where a session already exists.

Check the session status, and restart the operation when there is no more session.

---

### ccm4014

Operation sequence error. *function=function (status)*

## Explanation

The system is not in a status where the specified operation can be executed.

## Parameters

*function* : Function name

*status* : Advanced Copy status information

## System action

The system terminates processing.

## System administrator response

An operation has been executed regarding a copy pair which is in a state where the specified operation cannot be executed.

Confirm the session status.

---

### ccm4015

Synchronization processing is not in equivalency held state. *function=function (status)*

## Explanation

The system has not reached equivalency state yet.

## Parameters

*function* : Function name

*status* : Advanced Copy status information

## System action

The system terminates processing.

## System administrator response

Execute again after the system has reached equivalency state.

---

### ccm4016

The synchronization processing in an opposite direction to the specified one is in progress. *function=function (status)*

## Explanation

A synchronization operation in the opposite direction from the specified direction is currently in progress.

## Parameters

*function* : Function name

*status* : Advanced Copy status information

### System action

The system terminates processing.

### System administrator response

Check the status of the synchronization operation, and execute again.

---

#### ccm4017

LAN connection ETERNUS Disk storage system cannot be specified. disk array=*arrayName*

### Explanation

The ETERNUS Disk storage system connected with LAN cannot be specified.

### Parameters

*arrayName* : Name of ETERNUS Disk storage system

### System action

The system terminates processing.

### System administrator response

Check that the specified ETERNUS Disk storage system is not connected with LAN.

- Appropriate action using the command:

To confirm the detail information of ETERNUS Disk storage system, execute the `acarray detail` command with `-route` option. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
  2. On the Main pane, click the target ETERNUS Disk storage system.
  3. On the Category pane, click **Advanced Copy**.  
The information related to Advanced Copy is displayed on the Main pane.
  4. On the Main pane, check that "Access through network" is not displayed in **Copy Control Type** field.
- 

#### ccm4018

Session does not exist.

### Explanation

The session does not exist.

### System action

The system terminates processing.

### System administrator response

No session that could be used for the operation exists, or the operation has been executed regarding a volume where no session exists. Confirm the session status.

---

#### ccm4019

An input error occurred. detail=*detail*

### Explanation

An input error occurred.

## Parameters

*detail*: Detailed information about the cause of the error

## System action

The system terminates processing.

## System administrator response

The action required depends on the *detail* string, as described below:

Strings Displayed in <i>detail</i>	Action Plan
input is empty	Input is empty. Input a correctly formatted value.
invalid column number (line= <i>line</i> ,number= <i>number</i> )	Input at the <i>line</i> is invalid. The number of columns separated by a Tab character is allowed with 1 or 2.
invalid format (line= <i>line</i> ,column= <i>column</i> ,value= <i>value</i> )	The format of <i>column</i> at <i>line</i> is invalid. Input a correctly formatted value.
io error	An I/O error occurred. It occurs when the command is cancelled during input. Execute the operation again.

---

## ccm4020

The operation cannot be performed because the copy status of the volume in the group is different.

## Explanation

The operation cannot be performed because the copy status of the volume in the group is different.

## System action

The system terminates processing.

## System administrator response

Review the operational status of each volume in the group and re-execute the command.

- In order to create a replica of the Concurrent OPC using QuickOPC, all the volumes in the group must be tracking or not tracked.

---

## ccm5001

Operation aborted. The configuration file is in use.

## Explanation

Processing was interrupted because an AdvancedCopy Manager Copy Control Module configuration file was being used.

## System action

The system terminates processing.

## System administrator response

This message is output if one of the commands listed below and other AdvancedCopy Manager Copy Control Module command are executed at the same time. (Including the confliction between commands listed below)

Wait for the conflicting AdvancedCopy Manager Copy Control Module command to finish. Then, execute the command again.

- acarray add
- acarray change
- acarray remove
- acgroup create
- acgroup remove



- acpair add
- acpair remove

If you are using the Web Console, wait the processing of an operation which output this message for a while. Then, execute again.

---

### ccm5002

Operation failed. function=*function*, message=*message*

#### Explanation

The process has failed.

#### Parameters

*function* : Process name

*message* : Message

#### System action

The system terminates processing.

#### System administrator response

Take the appropriate action according to the error message.

---

### ccm5003

Operation failed. function=*function*, message=*message*

#### Explanation

The process has failed.

#### Parameters

*function* : Process name

*message* : Message

#### System action

The system terminates processing.

#### System administrator response

Take the appropriate action indicated by "[Appendix A Detailed Messages](#)" section shown in *message*.

---

### ccm5004

Operation failed. function=*function*, message=*message*

#### Explanation

The process has failed.

#### Parameters

*function* : Process name

*message* : Message

#### System action

The system terminates processing.

#### System administrator response

Take the appropriate action indicated by "[Appendix A Detailed Messages](#)" section shown in *message*.

---

### ccm5005

An invalid mount point was specified. mount point=*mountPoint*

#### Explanation

An invalid mount point or drive letter has been specified.

#### Parameters

*mountPoint* : Mount point or drive letter

#### System action

The system terminates processing.

#### System administrator response

Check the mount point or drive letter by executing the `acgetvolinfo` command, and execute the command again. Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

---

### ccm5006

An invalid device was specified. device=*deviceName*

#### Explanation

An invalid device has been specified.

#### Parameters

*deviceName* : Device

#### System action

The system terminates processing.

#### System administrator response

Devices must be specified using the following format: "PhysicalDrive [*deviceNumber*]". Execute the command again, specifying a valid format for the device.

---

### ccm5007

The target logical volume is write protected. target logical volume=*volumeName*

#### Explanation

The copy destination logical volume is protected.

#### Parameters

*volumeName* : Copy destination logical volume

#### System action

The system terminates processing.

#### System administrator response

Release the copy destination logical volume protection settings, and execute the command again.

---

### ccm7001

The target logical volume is write protected. target logical volume=*volumeName*

#### Explanation

The copy destination logical volume is protected.

## Parameters

*volumeName* : Copy destination logical volume

## System action

The system continues processing.

## System administrator response

No response is required.

---

### ccm8001

A general system function failed. *function=function*, *error=error*

## Explanation

The execution of a system function has failed.

## Parameters

*function* : System function

*error* : Error content

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to Collect Data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### ccm8002

Could not open the registry. *registry key=keyName*

## Explanation

Opening a registry has failed.

## Parameters

*keyName* : Registry key name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### ccm8003

Could not open the file. *file=fileName*

## Explanation

Opening a file has failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check the status of the file system.

If the file system is normal, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## ccm8004

Could not write the file. file=*fileName*

## Explanation

Writing to a file has failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check the status of the file system.

If the file system is normal, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## ccm8005

Could not delete the file. file=*fileName*

## Explanation

Deleting a file has failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check the status of the file system.

If the file system is normal, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## ccm8006

Could not start Java VM.

## Explanation

Starting the Java VM has failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## ccm8007

A memory allocation failed.

## Explanation

Allocating a memory area has failed.

## System action

The system terminates processing.

## System administrator response

Check the memory usage status.

- If there is not enough memory, increase it.

- If there is enough memory, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## ccm8008

Could not read the file. file=*fileName*

### Explanation

Reading a file has failed.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Check the status of the file system.

If the file system is normal, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## ccm8009

License Manager is not installed.

### Explanation

The program of the license management function has not been installed.  
The system environment may be broken.

### System action

The system terminates processing.

### System administrator response

Install the ETERNUS SF Manager or AdvancedCopy Manager Copy Control Module again.

---

## ccm9001

The configuration file has an invalid format. file=*fileName*

### Explanation

The content of the configuration file is invalid.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### ccm9002

An error occurred in accessing the Java property file. `property=propertyName`

#### Explanation

A Java property could not be looked up.

#### Parameters

`propertyName` : Property name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### ccm9003

An unexpected error occurred.

#### Explanation

A system error has occurred.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### ccm9004

Failed to access the directory. `directory=dirName`

#### Explanation

One of the following has occurred:

- The node on which the command was executed is not an operational node.
- The directory does not exist.

#### Parameters

`dirName` : Directory name

## System action

The system terminates processing.

## System administrator response

If the node on which the command was executed is not an operational node, execute the command on the operational node again.  
If the directory does not exist, refer to "Customization for CCM Server Transactions" in the *ETERNUS SF Cluster Environment Setup Guide* to check that the procedure is correct. Then, execute the command again.

When none of the above items apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*



## Chapter 4 Messages of esast prefix

### esast0101

Unable to start the registry server of port ({0}). The port may already be used by another program.

#### Explanation

The registry server provided by the Manager function could not be started. Another program may use the same port number.

#### Parameters

{0} :Number of the port for which the Manager provides various functions.

#### System action

The system terminates processing.

#### System administrator response

Check the system environment for problems, such as the operating conditions of other applications.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

### esast0102

Unable to start the remote service ({0}).

#### Explanation

The remote service provided by the Manager function could not be started.

#### Parameters

{0} : Name of the remote service provided by the Manager

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

### esast0103

Unable to connect to the manager. Please check whether the manager is operating correctly. The manager address is {0}:{1}.

#### Explanation

Attempted communication with the Manager failed because a connection to the Manager could not be established.

#### Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

#### System action

The system terminates processing.

## System administrator response

- If the error occurred in the network environment:

Check for connection problems on the network to the Manager.

Check whether any LAN cables are disconnected and whether any LAN cables or network devices are damaged.

- If the Manager has stopped:

- For Windows:

Open **Control Panel > Administrative Tools > Services** to check the service status of the ETERNUS SF Storage Cruiser Optimization Option. If it is not running, start it.

- For Solaris or Linux:

Execute the following command to check whether the manager is running.

```
# /bin/ps -ef | grep /opt/FJSVssast/jre/bin/java | grep ast=daemon | grep -v grep
```

If the process is not displayed, it is necessary to start the manager.

In the case of cluster operation, start the cluster application of the manager.

In the case of non-cluster operation, execute the following command.

```
# /opt/FJSVssast/bin/astctl start
```

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast0104

Unable to access to the manager. Please check whether the manager is operating correctly. The manager address is {0}:{1}.

### Explanation

It failed to communicate with the Manager.

### Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

### System action

The system terminates processing.

## System administrator response

- If the error occurred in the network environment:

Check for connection problems on the network to the Manager.

Check whether any LAN cables are disconnected and whether any LAN cables or network devices are damaged.

- If the Manager has stopped:

- For Windows:

Open **Control Panel > Administrative Tools > Services** to check the service status of the ETERNUS SF Storage Cruiser Optimization Option. If it is not running, start it.

- For Solaris or Linux:

Execute the following command to check whether the manager is running.

```
# /bin/ps -ef | grep /opt/FJSVssast/jre/bin/java | grep ast=daemon | grep -v grep
```

If the process is not displayed, it is necessary to start the manager.

In the case of cluster operation, start the cluster application of the manager.

In the case of non-cluster operation, execute the following command.

```
# /opt/FJSVssast/bin/astctl start
```

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0105

Unexpected error occurred on the manager. The manager address is {0}:{1}.

#### Explanation

An unexpected error occurred in the Manager, e.g. an internal process error in a program.

#### Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0106

Unrecovered error has been detected in communication between client and manager. The manager may have been exited unusually.

The manager address is {0}:{1}.

#### Explanation

An unrecoverable error has been detected in communication with the Manager. The Manager possibly was terminated due to an error while communication was in progress.

#### Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

#### System action

The system terminates processing.

#### System administrator response

Check that the Manager is running normally.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0107

Illegal internal processing has been detected. Unable to use the service ({0}) from any remote clients.

#### Explanation

An attempt failed to start a service as a remote service without the required permission to use that service. This is an internal process error of the program.

#### Parameters

{0} : Service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0108

Unable to use the remote service ({2}) on the manager. The manager address is {0}:{1}.

## Explanation

A client requested a service that is not provided by the Manager. Possibly this function is not part of the Manager.

## Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

{2} : Service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0109

Illegal internal processing has been detected on the manager. Unable to use the service ({0}).

## Explanation

An internal request was made in the Manager for an unavailable service. Either the service is not part of the Manager, or this is an internal process error of the Manager program.

## Parameters

{0} : Service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0110

Unable to use the function ({1}) of the service ({0}).

## Explanation

A client requested a service function that is not provided by the Manager. Possibly this function is not part of the Manager.

## Parameters

{0} : Service name

{1} : Function name of service

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0111

Illegal internal processing has been detected. Unknown remote object ({3}) has been detected in communication between client and manager. The manager address is {0}:{1}/{2}.

## Explanation

The incorrect remote object has been detected in communication with the Manager.

## Parameters

{0} : Address used to communicate with the Manager

{1} : Port number

{2} : Service name

{3} : Remote object name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0112

Illegal internal processing has been detected on the manager. Unable to create the service ({0}).

## Explanation

Invalid internal processing was detected in the Manager. An invalid method was used to initiate the service.

## Parameters

{0} : Service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0113

Illegal internal processing has been detected: {0}

## Explanation

Invalid internal processing was detected.

## Parameters

{0} : Detected error

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0115

Unexpected error has been detected: {0}

### Explanation

Unexpected error has been detected.

### Parameters

{0} : Detected error

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0130

Required software ({0}) is not installed.

### Explanation

The software product required for using this function is not installed.

### Parameters

{0} : Required product name

### System action

The system terminates processing.

### System administrator response

Check whether the software product required for using this function is installed and properly started.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0993

Writing the xml document is failed.

### Explanation

It failed to write the xml document.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

**esast0994**

Reading the xml document is failed.

**Explanation**

It failed to read the xml document.

**System action**

The system terminates processing.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

**esast0995**

Getting the file list is failed. path={0}

**Explanation**

It failed to obtain the file list.

**Parameters**

{0} : Directory path for retrieval of file list

**System action**

The system terminates processing.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

**esast0996**

The file ({0}) is not found. path={1}

**Explanation**

The file is not found.

**Parameters**

{0} : File name

{1} : Path name of file

**System action**

The system terminates processing.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

**esast0997**

Encoding string list for ({0}) is failed.

**Explanation**

The encoding failed.

## Parameters

{0} : Encode

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0998

Creating the new Document object is failed.

## Explanation

Creating the new Document object failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast0999

Unexpected error has occurred.

## Explanation

Unexpected error has occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast1100

License management function error has occurred. detail={0}

## Explanation

The error has been occurred in the processing of the license management function.

## Parameters

{0} : Detail information of license management function

## System action

The system terminates processing.

## System administrator response

Respond to the detail information with reference to "[Chapter 18 Messages that begin with ERROR](#)".

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*



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## esast1101

Internal error. License information is not set.

### Explanation

An internal error occurred in processing the settings for the license information.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast1102

The license ({0}) is not registered.

### Explanation

The license required to perform this function is not registered.

### Parameters

{0} : License key

### System action

The system terminates processing.

### System administrator response

Using the license management function, register a license.

If "eternus.sf.storage.cruiser.optimization.option" is output, register the license "ETERNUS SF Storage Cruiser V15 Optimization Option".

And then execute the processing again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast1103

The expiration date of the license ({0}) has passed.

### Explanation

This function cannot be performed, because the license required to perform this function is expired.

### Parameters

{0} : License name

### System action

The system terminates processing.

### System administrator response

Obtain the regular license or the trial license.

Using the license management function, delete an expired license and register a new license.

And then execute the processing again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast1200

Internal error occurred by ETERNUS SF Storage Cruiser command.

#### Explanation

Internal error has occurred in the processing with Storage Cruiser.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast1201

ETERNUS SF Storage Cruiser error has occurred. detail=unexpected error has occurred.

#### Explanation

Unexpected error has occurred in Storage Cruiser.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast1202

ETERNUS SF Storage Cruiser error has occurred. detail={0}

#### Explanation

The error has occurred in Storage Cruiser.

#### Parameters

{0} : Error message output by Storage Cruiser

#### System action

The system terminates processing.

#### System administrator response

Based on the error message information output from Storage Cruiser, respond with reference to "[Chapter 10 Messages of ssmgr prefix](#)" or "[Chapter 13 Messages of swsag prefix](#)".

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast1999

Unexpected error has occurred.

## Explanation

Unexpected error has occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast2001

Reading the policy datafile is failed.

## Explanation

It failed to read the Tiering policy file.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast2002

Making backup of the policy datafile is failed.

## Explanation

It failed to back up the Tiering policy file.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast2003

The policy data ({0}) was not able to be added to the policy datafile.

## Explanation

It failed to add the Tiering policy data in the file.

## Parameters

{0} : Tiering policy name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2004

The policy data ({0}) was not able to be updated to the policy datafile.

### Explanation

It failed to update the Tiering policy data to the file.

### Parameters

{0} : Tiering policy name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2005

The policy data ({0}) was not able to be removed to the policy datafile.

### Explanation

It failed to delete the Tiering policy data from the file.

### Parameters

{0} : Tiering policy name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2006

The policy data ({0}) is already existed.

### Explanation

The specified Tiering policy is already existed.

### Parameters

{0} : Tiering policy name

### System action

The system terminates processing.

### System administrator response

Check the Tiering policy name.  
If wrong, specify the correct Tiering policy name and execute again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2007

The policy data ({0}) does not exist.

## Explanation

The specified Tiering policy does not exist.

## Parameters

{0} : Tiering policy name

## System action

The system terminates processing.

## System administrator response

Check the Tiering policy name.

If wrong, specify the correct Tiering policy name and execute again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2008

The Auto tier service ({0}) has already been started. policy name={1}

## Explanation

The operation cannot be executed, because the Auto tier service is running.

## Parameters

{0} : Tier pool name

{1} : Tiering policy name

## System action

The system terminates processing.

## System administrator response

Check the Tiering policy name and respond as follows:

- If the Tiering policy name is correct, stop the Auto tier service and try again.
- If the Tiering policy name is not correct, specify the correct Tiering policy name before and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2009

The number of policy data is already the maximum numbers.

## Explanation

The number of Tiering policy registrations has reached the maximum.

## System action

The system terminates processing.

## System administrator response

Delete any tiered-policies that are no longer needed.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2010

The policy data ({0}) has inaccurate the range of level. level={1}

### Explanation

The Low/Middle/High baseline value which is set to the Tiering policy is incorrect.

### Parameters

{0} : Tiering policy name

{1} : Baseline value of level

### System action

The system terminates processing.

### System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Is a value that is bigger than the minimum value of Middle set to the minimum value of Low?
- Is a value that is bigger than the minimum value of High set to the minimum value of Low?
- Is a value that is bigger than the maximum value of Middle set to the maximum value of Low?
- Is a value that is bigger than the maximum value of High set to the maximum value of Low?
- Is a value that is bigger than the minimum value of High set to the minimum value of Middle?
- Is a value that is bigger than the maximum value of High set to the maximum value of Middle?

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast2011

The tier pool ({0}) used by policy data ({1}) is already existed.

### Explanation

The operation cannot be executed, because the Tier pool that uses the Tiering policy already exists.

### Parameters

{0} : Tier pool name

{1} : Tiering policy name

### System action

The system terminates processing.

### System administrator response

Check the Tiering policy name and respond as follows:

- If the Tiering policy name is correct:

On the overview of Tier pool management, check all Tier pool names that are using the same Tiering policy and have an Auto tier service running.

Then, specifying all confirmed Tier pool names, stop the Auto tier service.

After stopping the Auto tier service, retry processing.

- If the Tiering policy name is not correct:

Specify the correct Tiering policy name and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast2012

The policy data ({0}) has inaccurate expire. type={1} expire={2}

#### Explanation

The specified termination time of the Tiering policy is incorrect.

#### Parameters

{0} : Tiering policy name

{1} : Evaluation type

{2} : Reallocation terminated time

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast2013

The policy data ({0}) has inaccurate interval. type={1} interval={2}

#### Explanation

The specified evaluation interval of the Tiering policy is incorrect.

#### Parameters

{0} : Tiering policy name

{1} : Evaluation type

{2} : Evaluation interval

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast2999

PolicyFileService is internal error occurred.

#### Explanation

An unexpected error occurred in a Tiering policy service.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3001

Reading the tier datafile ({0}) is failed.

#### Explanation

It failed to read the Tier pool file.

#### Parameters

{0} : Tier pool name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3002

Making backup of the tier datafile ({0}) is failed.

#### Explanation

If failed to back up the Tier pool file.

#### Parameters

{0} : Tier pool name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3003

The tier data ({0}) was not able to be added to the tier datafile.

#### Explanation

The Tier pool file could not be added.

#### Parameters

{0} : Tier pool name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3004

The tier data ({0}) was not able to be updated to the tier datafile.

#### Explanation

It failed to update the target Tier pool file.



## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3005

The tier data ({0}) was not able to be removed to the tier datafile.

## Explanation

It failed to delete the target Tier pool file.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3006

The tier data ({0}) is already existed.

## Explanation

The specified Tier pool already exists.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Check the Tier pool name.

If wrong, specify the correct Tier pool name and execute again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3007

The tier data ({0}) does not exist.

## Explanation

The specified Tier pool does not exist.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Check the Tiering policy name.

If it is not correct, specify the correct Tiering policy name and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast3012

Group setting of Flexible Tier Sub Pool set to the Tier pool ({0}) is not corresponding to the level setting of policy data ({1}).

## Explanation

The configuration of sub pool specified in the Tier pool does not match the level configuration of the Tiering policy.

## Parameters

{0} : Tier pool name

{1} : Tiering policy name

## System action

The system terminates processing.

## System administrator response

Check the level configuration (two-tier configuration with Low/High, or three-tier configuration with Low/Middle/High) of the Tiering policy to be applied.

After the check, set the sub pool to be registered in the Tier pool according to the level configuration of the Tiering policy.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast3013

The tier data ({0}) is not exist Flexible tier sub pool number ({1}).

## Explanation

There is no Tier sub pool to update corresponding to this number in the specified Tier pool.

## Parameters

{0} : Tier pool name

{1} : Sub pool number

## System action

The system terminates processing.

## System administrator response

Check the sub pool number in the Tier pool, and specify the correct sub pool number.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast3014

Ratio setting of FTV ({0}) is wrong.

### Explanation

The ratio setting of FTV is incorrect.

### Parameters

{0} : Specified quota ratio

### System action

The system terminates processing.

### System administrator response

Reconfigure so that the quota ratio of each level set to FTV amounts to 100 and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast3015

Ratio setting of FTV ({0}) is not corresponding to the Flexible tier sub pool setting of Tier pool ({1}).

### Explanation

The quota ratio configuration set to FTV does not agree with the level configuration of Tier pool.

### Parameters

{0} : Specified quota ratio

{1} : Tier pool name

### System action

The system terminates processing.

### System administrator response

Reconfigure so that the quota ratio of each level set to FTV becomes the same as the sub-pool configuration of Tier pool and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast3016

FTV number(s) ({0}) does not exist.

### Explanation

The FTV to which to set quota ratio does not exist.

### Parameters

{0} : FTV number

### System action

The system terminates processing.

### System administrator response

Check whether the FTV to which to set quota ratio exists in Tier pool.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast3018

The groups of tier pool ({0}) is not set at the {1} level.

#### Explanation

No applicable level to Tier pool is set.

#### Parameters

{0} : Tier pool name

{1} : Target level

#### System action

The system terminates processing.

#### System administrator response

Check that an output given level is set.

When changing the Tier pool configuration, check whether multiple FTSPs are set to one level.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast4900

The Automated storage tiering of specified Tier pool name ({0}) has already been started.

#### Explanation

The Automated Storage Tiering function of the specified Tier pool name is already running,

#### Parameters

{0} : Tier pool name

#### System action

The system terminates processing.

#### System administrator response

Check the specified Tier pool name.

If wrong, specify the correct Tier pool name and execute again.

---

### esast4901

The pool name ({0}) which did not start was appointed. Please begin the Automated storage tiering.

#### Explanation

The Automated Storage Tiering is not started in the specified Tier pool.

#### Parameters

{0} : Tier pool name

#### System action

The system terminates processing.

## System administrator response

Check the specified Tier pool name.

If wrong, specify the correct Tier pool name and execute again.

If the Tier pool name is correct, possibly, an operation has been executed that becomes enabled only after starting the Automated Storage Tiering function. Start the Automated Storage Tiering function on the overview of Tier pool management, and try again.

---

### esast4902

The Automated storage tiering information related to Tier pool name ({0}) does not exist.

## Explanation

There is no Automated Storage Tiering information associated with the Tier pool name.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast4903

Illegal start mode ({1}) was specified. Please confirm Tier pool definition ({0}).

## Explanation

The Illegal start mode was specified.

## Parameters

{0} : Tier pool name

{1} : Start mode

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast4904

Illegal start time ({1}) was specified. Please confirm Tier pool definition ({0}).

## Explanation

Illegal start time was specified.

## Parameters

{0} : Tier pool name

{1} : Start time

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast4905

It failed in the acquisition of the definition that related to specified Tier pool name ({0}). Result({1})

## Explanation

A failure occurred in retrieving the definition related to the specified Tier pool name.

## Parameters

{0} : Tier pool name

{1} : Result

## System action

The system terminates processing.

## System administrator response

On the overview of Tiering policy definition and the overview of Tier pool definition, check whether they contain definitions for the Tiering policy and the Tier pool related to the specified Tier pool name.

If they contain definitions for the Tiering policy and the Tier pool, these definitions may contain a mismatch.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast4906

The specified number of volume is not exists in a list of reallocation. The volume reallocation is discontinued. Tier pool name={0}  
volume number={1} evaluation date={2}

## Explanation

No volume with the specified number can be found in the relocation list. The volume relocation is discontinued.

## Parameters

{0} : Tier pool name

{1} : Volume number

{2} : Evaluation date

## System action

The system terminates processing.

## System administrator response

Check the specified volume number, the evaluation date and the relocation status.

The volume number may not be candidate for relocation, the evaluation date may not be recent or the relocation may not be possible.

Check the volume number against the evaluation results, the evaluation date, and the volume relocation status according to the Automated Storage Tiering overview. Then, try again.

---

### esast4907

The specified number of volume is not exists in a list of reallocation. The volume clear is discontinued. Tier pool name={0} volume  
number={1} evaluation date={2}

## Explanation

No volume with the specified number can be found in the relocation list. The volume deletion is discontinued.

## Parameters

{0} : Tier pool name  
{1} : Volume number  
{2} : Evaluation date

## System action

The system terminates processing.

## System administrator response

Check the specified volume number, the evaluation date and the relocation status.

The volume number may not be candidate for relocation, the evaluation date may not be recent or the volume may not be possible to delete.

Check the volume number against the evaluation results, the evaluation date, and the volume relocation status according to the Automated Storage Tiering overview. Then, try again.

---

## esast4910

Abnormality occurred by the operation of the file. CAUSE({0})

## Explanation

An error occurred in operating a file.

## Parameters

{0} : Cause

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast4999

Automated storage tiering method failed. ({0}) CAUSE({1})

## Explanation

A function method of the administrative service for Automated Storage Tiering was terminated due to an error.

## Parameters

{0} : Function name  
{1} : Cause

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

## esast5000

Failed to collect the performance data of the device ({0}).

## Explanation

Collecting the performance data of the device failed.

## Parameters

{0} : IP address of the device

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5001

Failed to extract the performance data of Tier Pool ({0}).

## Explanation

Extracting the performance data of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5002

Failed to aggregate the performance data of Tier Pool ({0}).

## Explanation

Aggregating the performance data of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5003

Unable to find the performance data of Tier Pool ({0}).

## Explanation

There is no performance information file of Tier pool.

## Parameters

{0} : Tier pool name



### System action

The system terminates processing.

### System administrator response

The performance data necessary for the evaluation is being gathered.

When "Hour" is specified in the [Interval] of Tiering policy, check that one hour and more has elapsed since the beginning of the Automated Storage Tiering and try again.

When "Day" is specified in the [Interval] of Tiering policy, check that one day and more has elapsed since the beginning of the Automated Storage Tiering and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5050

Failed to evaluate the performance data of Tier Pool ({0}).

### Explanation

Evaluating the performance data of Tier Pool failed.

### Parameters

{0} : Tier pool name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5051

Failed to delete all the performance data of Tier Pool ({0}).

### Explanation

Deleting all the performance information of Tier pool failed.

### Parameters

{0} : Tier pool name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5052

Failed to get the summary of evaluation of Tier Pool ({0}).

### Explanation

Collecting the summary of evaluation of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5053

Failed to get the details of evaluation of Tier Pool ({0}).

## Explanation

Collecting the details of evaluation of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5054

Failed to update the reallocate status of Tier Pool ({0}).

## Explanation

Updating the reallocation status of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5100

Failed to create the history of tiers of Tier Pool ({0}).

## Explanation

Creating the history of tiers of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5101

Failed to delete the history of tiers of Tier Pool ({0}).

## Explanation

Deleting the history of tiers of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5102

Failed to get all the history of tiers of Tier Pool ({0}).

## Explanation

Collecting all the history of tiers of Tier pool failed.

## Parameters

{0} : Tier pool name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5950

Failed to initialize the performance management process.

## Explanation

Initializing the performance management process failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast5951

Inconsistency definition has occurred at Tier Pool ({0}).

### Explanation

Inconsistency definition has occurred at Tier pool.

### Parameters

{0} : Tier pool name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### **esast5999**

Unexpected error has occurred.

### Explanation

Unexpected error has occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### **esast9000**

Command terminated normally.

### Explanation

The command was successfully executed.

### System action

The command completes processing.

### System administrator response

No response is required.

---

### **esast9001**

Command canceled.

### Explanation

The command was canceled.

### System action

The command terminates processing.

### System administrator response

No response is required.

---

### **esast9002**

Failed to execute ({0} {1}).

## Explanation

The command could not be executed.

## Parameters

{0} : Sub command name

{1} : Operand name

## System action

The command terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

---

### esast9100

syntax error. detail=command is not specified.

## Explanation

The command is not specified. The usage is displayed.

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9101

syntax error. detail=command ({0}) is invalid.

## Explanation

The incorrect command was specified. The usage is displayed.

## Parameters

{0} : Specified command name

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9102

syntax error. detail=command ({0}) needs operand.

## Explanation

The operand is not specified. The usage is displayed.

## Parameters

{0} : Sub command name

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9103

syntax error. detail=command ({0} {1}) is invalid.

#### Explanation

The incorrect operand was specified. The usage is displayed.

#### Parameters

{0} : Sub command name

{1} : Specified operand name

#### System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9104

syntax error. detail=option ({0}) is invalid.

#### Explanation

The incorrect option was specified. The usage is displayed.

#### Parameters

{0} : Specified option name

#### System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9105

syntax error. detail=option ({0}) is duplicated.

#### Explanation

The same options are multiple specified. The usage is displayed.

#### Parameters

{0} : Specified option name

#### System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9106

syntax error. detail=option ({0}) is required.

## Explanation

The mandatory option is not specified.

## Parameters

{0} : Name of the option which must be specified

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9107

syntax error. detail=option ({0})'s parameter ({1}) is invalid value.

## Explanation

The incorrect option value was specified. The usage is displayed.

## Parameters

{0} : Option name

{1} : Specified option value

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9108

syntax error. detail=option ({0})'s parameter ({1}) is invalid format.

## Explanation

The incorrect format was specified in the option value. The usage is displayed.

## Parameters

{0} : Option name

{1} : Specified option value

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9109

syntax error. detail=option ({0}) needs parameter.

## Explanation

The option value is not specified. The usage is displayed.

## Parameters

{0} : Option name

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9110

syntax error. detail=option ({0})'s parameter ({1}) is duplicated.

## Explanation

The same option value is multiple specified. The usage is displayed.

## Parameters

{0} : Option name

{1} : Specified option value

## System action

The command displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9111

syntax error. detail=at least one or more option(s) in ({0}) is required.

## Explanation

The option which should be specified is insufficient. The usage is displayed.

## Parameters

{0} : Name of a group of options of which at least one requires to be specified

## System action

The system displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.

---

### esast9112

syntax error. detail=only one option in ({0}) is required.

## Explanation

The two or more options are specified. The usage is displayed.

## Parameters

{0} : Name of a group of options of which only a single one can be specified

## System action

The system displays the usage and terminates processing.

## System administrator response

Check the command syntax, and execute again.



---

**esast9113**

syntax error. detail=option ({0}) parameters must line up in ascending order. value ({1}) is invalid.

**Explanation**

The option values are not specified in ascending order. The usage is displayed.

**Parameters**

{0} : Option name or related options name

{1} : Specified option value

**System action**

The system displays the usage and terminates processing.

**System administrator response**

Check the command syntax, and execute again.

---

**esast9114**

syntax error. detail=option ({0}) cannot have overlapping value ({1}).

**Explanation**

The specified option value is a duplicate of the different option value. The usage is displayed.

**Parameters**

{0} : Related options name

{1} : Specified option value

**System action**

The system displays the usage and terminates processing.

**System administrator response**

Check the command syntax, and execute again.

---

**esast9115**

syntax error. detail=input ({0}) is invalid. prefix(-) is necessary for this input.

**Explanation**

The "-" (hyphen) is not specified in top of the option. The usage is displayed.

**Parameters**

{0} : Specified option name

**System action**

The system displays the usage and terminates processing.

**System administrator response**

Check the command syntax, and execute again.

---

**esast9999**

Unexpected error has occurred.

**Explanation**

Unexpected error has occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

## Chapter 5 Messages of escs prefix

### escs00100

Cannot accept the operation because it exceeds the maximum number of operations of the system. Maximum number = *maxNumber*

#### Explanation

The maximum number of operations supported by the system has been exceeded. The current operation cannot be accepted.

#### Parameters

*maxNumber*: Maximum number of operations supported by the system

#### System action

The system rejects the specified operation.

#### Operator response

After clicking **Log** on the global navigation tab, click **Operation History** on the **Log** pane.

Refer the operation history displayed on the Main pane. After checking that the total number of uncompleted operations does not exceed the maximum number of operations supported by the system, restart the operation.

If the situation is not solved, contact the system administrator.

#### System administrator response

After clicking **Log** on the global navigation tab, click **Operation History** on the **Log** pane.

Referring the operation history displayed on the Main pane, check the total number of uncompleted operations. When the total number of uncompleted operations reaches the maximum number of operations supported by the system, the number of operations that can be accepted by the ETERNUS SF system reaches the upper limit. After checking that the total number of uncompleted operations does not exceed the maximum number of operations supported by the system, restart the operation. If needed, check whether there are no problems in the operating environment of the system.

If the situation is not solved, collect the information required for troubleshooting and contact a Fujitsu system engineer.

### escs00101

Cannot accept the operation, because this user exceeded the maximum number of operations. user=*userName* Maximum number = *maxNumber*

#### Explanation

The maximum number of operations for one user has been exceeded. The current operation cannot be accepted.

#### Parameters

*userName*: User name

*maxNumber*: Maximum number of operations for one user

#### System action

The system rejects the specified operation.

#### Operator response

After clicking **Log** on the global navigation tab, click **Operation History** on the **Log** pane.

Referring the operation history displayed on the Main pane, check the total number of uncompleted operations that have been executed by user *userName*. After checking that the total number of uncompleted operations does not exceed the maximum number of executable operations of one user, restart the operation.

If it is necessary to change the maximum number of executable operations of one user, contact the system administrator.

## System administrator response

After clicking **Log** on the global navigation tab, click **Operation History** on the **Log** pane.

Referring the operation history displayed on the Main pane, check the total number of uncompleted operations. When the total number of uncompleted operations reaches the maximum number of operations supported by the system, the number of operations that can be accepted by the ETERNUS SF system reaches the upper limit. After checking that the total number of uncompleted operations does not exceed the maximum number of operations supported by the system, restart the operation. If needed, check whether there are no problems in the operating environment of the system.

If the situation is not solved, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs00190

Cannot accept the operation because the system is not running.

#### Explanation

The operation cannot be executed, because the system is not running.

#### System action

The system rejects the acceptance of operation.

#### Operator response

Ask the system administrator to check the status of ETERNUS SF software. After the service is running again, restart the operation.

#### System administrator response

No response is required.

---

### escs00191

Cannot accept the operation because a system error occurred.

#### Explanation

The operation cannot be executed, because a system error has occurred.

#### System action

The operation cannot be executed until the system normal condition has been restored.

#### Operator response

Notify the system administrator that a system error has occurred.

#### System administrator response

Check the system log (event log) as to whether any error occurred in the system.

If any error occurred in the system, remove the error cause to restart the ETERNUS SF Manager service.

If no error occurred in the system, check the free space of the file system where the repository database is stored. If the file system free space is insufficient, expand capacity and restart the service.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02015

An error occurred while executing the operation.

#### Explanation

An error occurred while executing the operation.

#### System action

The system terminates processing.

## Operator response

Click **Reload Conf.** on the Action pane to reload the device information and execute the operation again.  
If this error is repeated, contact the system administrator.

## System administrator response

Check the device status using the ETERNUS Web GUI. If any error occurs, perform the appropriate action and execute the operation again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02020

The specified storage is not registered.

## Explanation

The information of the specified storage device is not registered in the repository database.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the information of the specified storage device has been registered, execute again.

If the information of the specified storage device has not been registered or this error is repeated, contact the system administrator.

## System administrator response

If the information of the specified storage device had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02021

The specified disk is not registered.

## Explanation

The information of the specified disk is not registered in the repository database.

## System action

The system terminates processing.

## Operator response

Click **Reload Conf.** on the Action pane to reload the device information.

If the information of the specified disk has been registered, execute again.

If the information of the specified disk has not been registered or this error is repeated, contact the system administrator.

## System administrator response

Check the specified disk status using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02022

The specified server is not registered.

## Explanation

The information of the specified server is not registered in the repository database.

In addition, this message is output when the Advanced Copy operation was executed on the server of which the function level is "No Agent" or "Storage Cruiser".

## System action

The system terminates processing.

## Operator response

Perform the following action for each event that occurred.

- When the Advanced Copy operation was executed on the server of which the function level is "No Agent" or "Storage Cruiser":  
Execute again after "AdvancedCopy Manager" is added into the function level by changing the server Information operation. (It is required that AdvancedCopy Manager's agent has been already installed on the target server.)
- In all other cases:  
Click **Refresh** to display the latest information.  
If the information of the specified server has been registered, execute again.  
If the information of the specified server has not been registered or this error is repeated, contact the system administrator.

## System administrator response

If the information of the specified server had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02023

The specified FC switch is not registered.

## Explanation

The information of the specified Fibre Channel switch is not registered in the repository database.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the information of the specified Fibre Channel switch has been registered, execute again.

If the information of the specified Fibre Channel switch has not been registered or this error is repeated, contact the system administrator.

## System administrator response

If the information of the specified Fibre Channel switch had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02024

The specified tape library is not registered.

## Explanation

The information of the specified tape library is not registered in the repository database.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the information of the specified tape library has been registered, execute again.

If the information of the specified tape library has not been registered or this error is repeated, contact the system administrator.

## System administrator response

If the information of the specified tape library had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02025

The specified port is not registered.

## Explanation

The information of the specified port is not registered in the repository database.

## System action

The system terminates processing.

## Operator response

Click **Reload Conf.** on the Action pane to reload the device information.

If the information of the specified port has been registered, execute again.

If the information of the specified port has not been registered or this error is repeated, contact the system administrator.

## System administrator response

Check the port status using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02026

The specified host is not registered.

## Explanation

The information of the specified host is not registered in the repository database.

## System action

The system terminates processing.

## Operator response

Click **Reload Conf.** on the Action pane to reload the device information.

If the information of the specified host has been registered, execute again.

If the information of the specified host has not been registered or this error is repeated, contact the system administrator.

## System administrator response

Check the host settings using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02040

The specified RAID group has not been created.

## Explanation

The information of the specified RAID group has not been created.

### System action

The system terminates processing.

### Operator response

Click **Refresh** to display the latest information.

If the information of the specified RAID group has been created, execute again.

If the information of the specified RAID group has not been created or this error is repeated, contact the system administrator.

### System administrator response

If the information of the specified RAID group had been deleted incorrectly, create it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02041

The specified volume has not been created.

### Explanation

The specified volume has not been created.

### System action

The system terminates processing.

### Operator response

Click **Refresh** to display the latest information.

If the specified volume has been created, execute again.

If the specified volume has not been created or this error is repeated, contact the system administrator.

### System administrator response

If the specified volume had been deleted incorrectly, create it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02042

The specified thin provisioning pool has not been created.

### Explanation

The specified Thin Provisioning Pool has not been created.

### System action

The system terminates processing.

### Operator response

Click **Refresh** to display the latest information.

If the specified Thin Provisioning Pool has been created, execute again.

If the specified Thin Provisioning Pool has not been created or this error is repeated, contact the system administrator.

### System administrator response

If the specified Thin Provisioning Pool had been deleted incorrectly, create it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02043

The specified host affinity has not been created.



## Explanation

The specified host affinity has not been created.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the specified host affinity has been created, execute again.

If the specified host affinity has not been created or this error is repeated, contact the system administrator.

## System administrator response

If the specified host affinity had been deleted incorrectly, create it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02050

The specified copy group has not been created.

## Explanation

The specified copy group has not been created.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the specified copy group has been created, execute again.

If the specified copy group has not been created or this error is repeated, contact the system administrator.

## System administrator response

If the specified copy group had been deleted incorrectly, create it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02060

The specified storage has already been registered.

## Explanation

The information of the specified storage device has been already registered in the repository database.

## System action

The system terminates processing.

## Operator response

Check the IP address specified during the storage device registration.

If the specified IP address is incorrect, specify the correct IP address. Then, execute again.

If the specified IP address is correct, contact the system administrator.

## System administrator response

Check the IP addresses of the storage devices that are registered in ETERNUS SF system, making sure that there are no duplicate IP addresses.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02061

The specified server has already been registered.

### Explanation

The information of the specified server has been already registered in the repository database.

### System action

The system terminates processing.

### Operator response

Check the IP address specified during the server registration.

If the specified IP address is incorrect, specify the correct IP address. Then, execute again.

If the specified IP address is correct, contact the system administrator.

### System administrator response

Check the IP addresses of the servers that are registered in ETERNUS SF system, making sure that there are no duplicate IP addresses.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02063

The specified port has already been registered.

### Explanation

The information of the specified port has been already registered in the repository database.

### System action

The system terminates processing.

### Operator response

Check the storage device and WWPN specified during the port registration.

If the specified storage device and WWPN are incorrect, specify the correct storage device and WWPN. Then, execute again.

If the specified storage device and WWPN are correct, contact the system administrator.

### System administrator response

Check the devices and ports that are registered in ETERNUS SF system, making sure that all settings have been made appropriately.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02064

The server is not registered to the VM host.

### Explanation

The information of the specified VM host has not been registered in the repository database.

### System action

The system terminates processing.

### Operator response

Check that the information of the specified VM host is registered.

If the information of the specified VM host is not registered, register it. Then, execute again.

If the information of the specified VM host is registered, execute again. However, if this error is repeated, contact the system administrator.

## System administrator response

Check that the information of the specified VM host is registered.

If the information of the specified VM host is not registered, register it.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02065

The specified HBA has already been registered.

## Explanation

The information of the specified HBA has been already registered in the repository database.

## System action

The system terminates processing.

## Operator response

Check the specified HBA.

If the specified HBA is incorrect, specify the correct HBA. Then, execute again.

If the specified HBA is correct, contact the system administrator.

## System administrator response

Check the HBA using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02066

The specified FC switch has already been registered.

## Explanation

The information of the specified Fibre Channel switch has been already registered in the repository database.

## System action

The system terminates processing.

## Operator response

Check the IP address specified during the Fibre Channel switch registration.

If the specified IP address is incorrect, specify the correct IP address. Then, execute again.

If the specified IP address is correct, contact the system administrator.

## System administrator response

Check the IP addresses of the Fibre Channel switches that are registered in ETERNUS SF system, making sure that there are no duplicate IP addresses.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02067

The unsupported tape library device is detected. *device=deviceName*

## Explanation

The unsupported tape library device is detected.

## Parameters

*deviceName* : Device name

### System action

The system continues processing.

### Operator response

Contact the system administrator.

### System administrator response

Check the tape library configuration using the ETERNUS Web GUI.

When the device shown in *deviceName* is neither a tape drive nor a robot, it is not displayed in the Web Console because the device is not supported.

When the device is a tape drive or a robot, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02068

The specified tape library has already been registered.

### Explanation

The specified tape library has already been registered in the repository database.

### System action

The system terminates processing.

### Operator response

Check the IP address specified during the tape library registration.

If the specified IP address is incorrect, specify the correct IP address. Then, execute again.

If the specified IP address is correct, contact the system administrator.

### System administrator response

Check the IP addresses of the tape library that are registered in ETERNUS SF system, making sure that there are no duplicate IP addresses.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02069

The specified tape library device has already been registered.

### Explanation

The specified tape library device has already been registered in the repository database.

### System action

The system terminates processing.

### Operator response

Check the name of the device specified during the tape library device registration.

If the specified device name is incorrect, specify the correct device name. Then, execute again.

If the specified device name is correct, contact the system administrator.

### System administrator response

Check the name of the tape library device that is registered in ETERNUS SF system, making sure that setting has been made appropriately.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02070

The specified volume of affinity group is not registered.

### Explanation

The information of the specified volume of affinity group is not registered in the repository database.

### System action

The system terminates processing.

### Operator response

Click **Refresh** to display the latest information.

If the information of the specified volume has been registered, execute again.

If the information of the specified volume has not been registered or this error is repeated, contact the system administrator.

### System administrator response

Check the status of volume in the affinity group using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02072

The setting of specified port is wrong.

### Explanation

The setting of specified port is wrong.

### System action

The system terminates processing.

### Operator response

Perform the following procedure according to the operations.

- In the case of creating the host affinity or adding the access path operation:

Click **Refresh** to display the latest information.

If the host affinity of the port is enabled, execute again.

If the host affinity of the port is disabled or this error is repeated, contact the system administrator.

### System administrator response

Click **Reload Conf.** on the Action pane to reload the device information, and perform the following action.

- In the case of creating the host affinity or adding the access path operation:

If the host affinity of the port is enabled, execute again.

If the host affinity of the port is disabled, enable it. If it cannot be enabled, specify the different port and execute again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02080

The specified group or replication pair is not registered.

### Explanation

The information of the replication group or of the replication volumes (pair of source volume and destination volume) is not registered in the repository database.

### System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the information of the specified group or replication volumes has been registered, execute again.

If the information of the specified group or replication volumes has not been registered or this error is repeated, contact the system administrator.

## System administrator response

If the information of the specified group or replication volumes had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02081

The volume information configured in AdvancedCopy Manager is not deleted.

## Explanation

The specified server information cannot be deleted because the volume information configured in AdvancedCopy Manager is not deleted.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

When the following volume information is displayed, delete all of the displayed volume information and execute again.

- For backup operation:
  - Backup history for the transaction volume
  - Backup policy for the transaction volume
  - Volume type
- For replication operation:
  - Configuration information for all of copy source/destination volumes

If this error is repeated, contact the system administrator.

## System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02082

Cannot delete the specified VM host because VM guest is registered.

## Explanation

The specified VM host cannot be deleted because one or more than VM guests are registered.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

When some VM guests to be managed by the specified VM host are displayed, delete all VM guests and execute again.

If this error is repeated, contact the system administrator.

## System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02100

The specified device is performing registration or reloading.

## Explanation

The specified device is performing registration or reloading.

## System action

The system terminates processing.

## Operator response

After clicking **Log** on the global navigation tab, click **Operation History** on the **Log** pane.

Refer the operation history displayed on the Main pane. After checking that device registration or reloading of device information is complete, try again.

## System administrator response

No response is required.

---

### escs02101

The reloading operation could not be executed because device information had been changed.

## Explanation

The reloading operation could not be executed because the following device information had been changed.

- ETERNUS Disk storage system name
- Box ID

## System action

The system terminates processing.

## Operator response

This message is output if the following device information is changed by the ETERNUS Web GUI.

- ETERNUS Disk storage system name
- Box ID

When the device information has been changed, delete the device and register its device again. Refer to the *ETERNUS SF Web Console Guide* for those operation procedures.

If this error is repeated, contact the system administrator.

## System administrator response

Check the device status using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02110

An inconsistency was detected in server information during the operation. Server=*serverList*

## Explanation

An inconsistency was detected in server information during the operation.

## Parameters

*serverList*: Servers which an inconsistency was detected

## System action

The system continues processing.

## Operator response

Contact the system administrator.

## System administrator response

This message is output if the server information is changed on the VM guest or the VM guest is deleted on the VM host.

Check whether the VM guest is deleted or the following server information is changed.

- The running status of VMware Tools
- Virtual machine name or host name of the guest OS
- IP address
- Network settings

If the VM guest is deleted, delete the server.

If the server information is changed, delete the server and register its server again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02150

An inconsistency was detected in the repository during the operation.

## Explanation

A mismatch was detected in the database for the device and the repository during operation.

## System action

The system terminates processing.

## Operator response

This message may appear if the device configuration was modified by the ETERNUS Web GUI or by commands.

Click **Reload Conf.** on the Action pane to reload the device information. If the result of operation is not reflected, execute again.

If this error is repeated, contact the system administrator.

## System administrator response

Check the device status using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02170

The operation could not be executed on the specified copy group.

## Explanation

An operation could not be executed, because not all of the copy pairs pertaining to the specified copy group have the same status.

## System action

The system terminates processing.

## Operator response

Check the status of the copy pair in the specified copy group.



If not all of the copy pairs have the same status, operations for the copy group cannot be executed. Execute the operation as a copy pair operation.

If this error is repeated, contact the system administrator.

#### System administrator response

Click **Reload Conf.** on the Action pane to reload the device information, and check the status of the copy pair in the specified copy group.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

#### escs02180

Device status could not be obtained. (detail=*detail*)

#### Explanation

The device information cannot be displayed because it failed to obtain the device information.

#### Parameters

*detail*: Detail of problem

#### System action

The system terminates processing.

#### Operator response

After performing the appropriate action for an error shown in *detail*, click **Reload Conf.** on the Action pane in the server overview screen to reload the server information. Then, check the device status.

If you still have a problem, contact the system administrator.

#### System administrator response

Perform the appropriate action for an error message shown in *detail*.

---

#### escs02181

A part of repository was not updated because it failed in the Storage Cruiser Agent's data acquisition.

#### Explanation

A part of repository was not updated because it failed to acquire the information from the Storage Cruiser's agent.

#### System action

The system continues processing.

#### Operator response

Contact the system administrator.

#### System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

#### escs02200

An error occurred during access of the configuration file (sanma.conf).

#### Explanation

An error occurred during access of the configuration file (sanma.conf).

#### System action

The system terminates processing.

## Operator response

Contact the system administrator.

## System administrator response

Perform the following troubleshooting actions:

- Check that the configuration file (sanma.conf) exists. If it does not exist, refer to "Maintenance of the Administrative Environment" in the *ETERNUS SF Storage Cruiser Operation Guide* in order to restore the configuration file. Refer to "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide* for information about which directories contain configuration files.
- Check that the configuration file (sanma.conf) is not set to read-only, If it is set to read-only, change the setting so as to permit writing.
- Check the free space of the file system where ETERNUS SF software has been installed. If the file system free space is insufficient, expand capacity and restart the service.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02201

I/O error occurred while executing the operation.

## Explanation

The I/O error occurred while executing the operation.

## System action

The system terminates processing.

## Operator response

Notify the system administrator that a system error has occurred.

## System administrator response

Check the free space of the file system where ETERNUS SF software has been installed.

If the file system free space is insufficient, expand capacity and restart the service.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02220

The specified IP address of storage could not be registered.

## Explanation

The IP address of the device cannot be changed to the specified IP address.

## System action

The system terminates processing.

## Operator response

Check the specified IP address.

If the specified IP address is incorrect, specify the correct IP address. Then, execute again.

If the specified IP address is correct, contact the system administrator.

## System administrator response

Check the IP addresses of the devices and servers that are registered in ETERNUS SF system, making sure that there are no duplicate IP addresses.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02230

The operation of the contacts could not be executed. (reason=*reason*)

### Explanation

The contact information cannot be changed, or the test e-mail cannot be sent.

### Parameters

*reason* : Detailed reason

### System action

The system terminates processing.

### Operator response

Check the e-mail information to be set and e-mail address of each administrator.

If any information is incorrect, correct the information. Then, execute again.

If all information is correct, contact the system administrator.

### System administrator response

Check the contact information (e.g. IP address of the SMTP server) registered in ETERNUS SF system.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02250

The unused REC Buffer does not exist.

### Explanation

The unused REC buffer does not exist in the connection destination storage device.

### System action

The system terminates processing.

### Operator response

Display the connection destination storage device, and then click **Reload Conf.** on the Action pane to reload the device information.

If the unused REC buffer exists in the connection destination storage device, execute again.

If the unused REC buffer does not exist in the connection destination storage device or this error is repeated, contact the system administrator.

### System administrator response

Check the status of the REC buffer in the connection destination storage device using the ETERNUS Web GUI.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02260

Could not set the REC Path.

### Explanation

The REC path cannot be set.

### System action

The system terminates processing.

### Operator response

Click **Reload Conf.** on the Action pane to reload the device information for the target device and the connection destination device.

Check that the REC path to be operated is displayed, and execute again.

If this error is repeated, contact the system administrator.

### System administrator response

There is a possibility that an inconsistency has occurred between the REC path information registered in the repository database and the devices.

Check the status of the REC path between the target device and connection destination device using the ETERNUS Web GUI.

If the REC path setting is incorrect, correct the REC path setting. Then, login to the Web Console, and click **Reload Conf.** on the Action pane to reload the device information for the target device and the connection destination device.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02261

REC Path could not be set because remote port settings had been changed.

### Explanation

The REC path could not be set because remote port settings had been changed.

### System action

The system terminates processing.

### Operator response

Contact the system administrator.

### System administrator response

Take the following action:

1. Check the target REC path status using the ETERNUS Web GUI. If an inconsistency has occurred, correct the REC path setting.
2. Reload the device information for the target storage device.
3. If you use the REC, perform the REC path setting again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02270

Access path inheritance failed because an unexpected error occurred. Detail=(Storage Name=*storageName*, Message=*errMessage*), ...

### Explanation

An unexpected error occurred and access path inheritance failed.

### Parameters

*storageName* : Storage device name

*errMessage* : Error message

### System action

The system continues processing.

### Operator response

Contact the system administrator.

### System administrator response

Take action for the error message output in *errMessage*, and re-execute the operation.

---

## escs02271

Access path inheritance failed because an error occurred. Detail=(Storage Name=*storageName*, Code=*errCode*), ...

### Explanation

Access path inheritance failed because an error occurred.

### Parameters

*storageName* : Storage device name

*errCode* : Error code

### System action

The system continues processing.

### Operator response

- If *errCode* is 10, 20 or 30:

Contact the system administrator.

- If *errCode* is 40:

Take the following action:

1. As for the storage device output in the message, execute **Reload Conf.**
2. Click **Server** on the global navigation tab.
3. Click **Access Path** on the **Server** pane.
4. Confirm the inherited access paths in a list displayed on the Main pane.
5. Create an access path that is not inherited.

### System administrator response

- If *errCode* is 10 or 20:

Check the following:

- Check the connection status with the storage device.  
If any failure is occurring in the status, take corrective action and re-execute the operation.
- Check if the user name and password set for the storage device are modified.  
If modified, set the correct user name and password executing **Reset Password**. Then, re-execute the operation.
- It is possible that because the number of SSH communication sessions toward the storage device has reached the upper limit, authentication failed. Disconnect other SSH communication and configure in **Reset Password**. Then, re-execute the operation.

- If *errCode* is 30:

Check if any port zoning or WWPN zoning that is not one-on-one is configured for the switches connected to the storage device. If configured, delete the following and reset them:

- Zoning
- Host
- Host affinity

- If *errCode* is 40:

No response is required.

---

## escs02272

WWPN used before HBA replacement is set to the storage. Host=(Storage Name=*storageName*, Host No.=*hostNumber*), ...

## Explanation

The host using the WWPN used before HBA replacement is set to the storage device.

## Parameters

*storageName*: Storage device name

*hostNumber*: Host number that uses WWPN used before HBA replacement

## System action

The system continues processing.

## Operator response

Execute **Reload Conf.** toward the storage device output in the message, and confirm the host.

If no host is needed, delete the host and execute **Delete HBA** operation toward the HBA in "Changed" state.

If there is any access path using the host, re-execute the operation.

## System administrator response

No response is required.

---

## escs02273

Some access paths were not inherited. Access Path=(Storage Name=*storageName*, Port=*portName*, Affinity Group No.=*affinityGroupNumber*, Host Response No.=*responseNumber*), ...

## Explanation

Some access paths were not inherited.

## Parameters

*storageName*: Storage device name

*portName*: Port name used for access path

*affinityGroupNumber*: Affinity group number used for access path

*responseNumber*: Host response number used for access path

## System action

The system continues processing.

## Operator response

Execute **Reload Conf.** toward the storage device output in the message, and check if the port is set as follows:

- Mode is set to other mode than CA/CARA.
- Affinity mode is set to OFF.

For intentional configuration, no response is required.

For unintentional configuration, review the port settings.

## System administrator response

No response is required.

---

## escs02274

WWPN used before HBA replacement is set to the switch. Zoning=*zoneName*, ...

## Explanation

The zoning using the WWPN used before HBA replacement is set to the switch.

## Parameters

*zoneName* : Zoning name using the WWPN used before replacement

## System action

The system continues processing.

## Operator response

Check the zoning settings and if not needed, delete them.

## System administrator response

No response is required.

---

## escs02275

Update failed because an inconsistency was detected in the repository. Storage=*storageName*, ...

## Explanation

While the operation was in progress, refresh failed because an inconsistency was discovered in the repository database.

## Parameters

*storageName* : Storage device name

## System action

The system continues processing.

## Operator response

Execute **Reload Conf.** toward the storage device output in the message.

## System administrator response

No response is required.

---

## escs02276

WWPN is set to storage by a different name. Host=(Storage Name=*storageName*, Host Name=*hostName*, Host No.=*hostNumber*), ...

## Explanation

The host using WWPN is set to the storage device by other name.

## Parameters

*storageName* : Storage device name

*hostName* : Configured host name

*hostNumber* : Configured host number

## System action

The system continues processing.

## Operator response

When changing the host name, delete the configured host and reconfigure the host name.

When not changing the host name, no response is required.

## System administrator response

No response is required.

---

## escs02280

Account information used to access ETERNUS is not set.

## Explanation

The account information accessible to the ETERNUS Disk storage system is not set.

## System action

The system terminates processing.

## Operator response

The account information accessible to the ETERNUS Disk storage system after the Upgrade Installation may not possibly be set. Refer to the "Set and change the information of the account that can access ETERNUS Disk storage system" in the *ETERNUS SF Web Console Guide* to match the account information of the ETERNUS SF system to that of the target storage device.

## System administrator response

No response is required.

---

## escs02310

Performance monitoring is not started.

## Explanation

Performance monitoring is not started in the specified device.

## System action

The system terminates processing.

## Operator response

Click **Performance** on the Category pane after selecting the target device, and check the performance monitoring status.

If the performance monitoring is not started, click **Start** under **Performance** on the Action pane.

## System administrator response

No response is required.

---

## escs02320

Threshold monitoring is starting.

## Explanation

Threshold monitoring has been started in the specified device.

## System action

The system terminates processing.

## Operator response

Click **Threshold Monitoring** on the **Performance** pane to check the monitoring status.

If the threshold monitoring has been started, click **Stop Monitoring** under **Thresholds setting** on the Action pane to stop the threshold monitoring.

## System administrator response

No response is required.

---

## escs02321

Threshold monitoring is stopping.

## Explanation

Threshold monitoring has been stopped in the specified device.



### System action

The system terminates processing.

### Operator response

Click **Threshold Monitoring** on the **Performance** pane to check the monitoring status.

If the threshold monitoring has been stopped, click **Start Monitoring** under **Thresholds setting** on the Action pane to start the threshold monitoring.

### System administrator response

No response is required.

---

### **escs02322**

Threshold monitoring is enabled.

### Explanation

Threshold monitoring has been enabled in the specified device.

### System action

The system terminates processing.

### Operator response

Click **Threshold Monitoring** on the **Performance** pane to check the monitoring status.

If the threshold monitoring changed to disable, click **Disable** under **Monitoring** on the Action pane.

### System administrator response

No response is required.

---

### **escs02323**

Threshold monitoring is disabled.

### Explanation

Threshold monitoring has been disabled in the specified device.

### System action

The system terminates processing.

### Operator response

Click **Threshold Monitoring** on the **Performance** pane to check the monitoring status.

If the threshold monitoring changed to enable, click **Enable** under **Monitoring** on the Action pane.

### System administrator response

No response is required.

---

### **escs02330**

Threshold monitoring could not be started.

### Explanation

Threshold monitoring could not be started in the specified device.

### System action

The system terminates processing.

## Operator response

Click **Threshold Monitoring** on the **Performance** pane. After check that the threshold monitoring status is as follows, execute again.

- Monitoring : Enable
- Monitoring status : Stop

If this error is repeated, contact the system administrator.

## System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02331

Threshold monitoring could not be stopped.

## Explanation

Threshold monitoring could not be stopped in the specified device.

## System action

The system terminates processing.

## Operator response

Click **Threshold Monitoring** on the **Performance** pane. After checking that the threshold monitoring status is as follows, execute again.

- Monitoring : Enable
- Monitoring status : Start

If this error is repeated, contact the system administrator.

## System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02332

Threshold monitoring could not be enabled.

## Explanation

Threshold monitoring could not be enabled in the specified device.

## System action

The system terminates processing.

## Operator response

Click **Threshold Monitoring** on the **Performance** pane. After checking that the "Disable" is displayed in **Monitoring** field, execute again.

If this error is repeated, contact the system administrator.

## System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02333

Threshold monitoring could not be disabled.

## Explanation

Threshold monitoring could not be disabled in the specified device.

### System action

The system terminates processing.

### Operator response

Click **Threshold Monitoring** on the **Performance** pane. After checking that the "Enable" is displayed in **Monitoring** field, execute again.

If this error is repeated, contact the system administrator.

### System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02340

Threshold monitoring information could not be set.

### Explanation

Threshold monitoring information could not be set.

### System action

The system terminates processing.

### Operator response

Click **Threshold Monitoring** on the **Performance** pane. After checking the threshold monitoring status, execute again.

If this error is repeated, contact the system administrator.

### System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02341

Threshold monitoring information is not set.

### Explanation

The specified threshold monitoring information is not set.

### System action

The system terminates processing.

### Operator response

Click **Refresh** to display the latest information.

If the specified threshold monitoring information is deleted, perform the following procedure according to the terminated operations.

- In the case of changing operation:

Click **Add** under **Individual Setting** on the Action pane, and add.

- In the case of deleting operation:

No response is required.

If this error is repeated, contact the system administrator.

### System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02342

Threshold monitoring information is already set.

### Explanation

The specified threshold monitoring information is already set.

### System action

The system terminates processing.

### Operator response

Click **Refresh** to display the latest information.

If the specified threshold monitoring information is set, click **Modify** under **Individual Setting** on the Action pane and change the threshold monitoring information.

If this error is repeated, contact the system administrator.

### System administrator response

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02400

The operation cannot be executed because the specified device is not registered normally.

### Explanation

The operation for the specified device cannot be executed because the device registration has not been completed successfully.

### System action

The system terminates processing.

### Operator response

Check whether the status of the target device is "Unknown".

If the status is not "Unknown", click **Reload Conf.** on the Action pane to reload the device information. Then, try again.

If the status is "Unknown" or this error is repeated, contact the system administrator.

### System administrator response

Perform the following procedure.

1. After clicking **Log** on the global navigation tab, click **Operation History** on the **Log** pane. The operation history is displayed on the Main pane. Check whether the device registration has been completed successfully.
2. If the device registration has not been completed successfully, remove a cause of the error according to the message output during the device registration. Then, click **Reload Conf.** on the Action pane to reload the device information.
3. If you confirmed by the operation history that the device information reloading is not completed successfully, remove a cause of the error according to the message output during the device information reloading. Then, select the target device displayed on the Main pane and click **Reload Conf.** on the Action pane to reload the device information.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02500

The specified FTRP has not been created.

### Explanation

The specified FTRP has not been created.

### System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the specified FTRP is created, execute again.

If the specified FTRP is not created or this error is repeated, contact the system administrator.

## System administrator response

If the specified FTRP had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02501

The specified FTRP has already been created.

## Explanation

The specified FTRP has already been created.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

Check the name of the pool specified when you created the Tier pool.

If the pool name is incorrect, specify the correct pool name and execute again.

If the pool name is correct, contact the system administrator.

## System administrator response

Check whether the name of pools created in the target storage device duplicates.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02502

The specified tier policy has already been created.

## Explanation

The specified Tiering policy has already been created.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

Check the name of the policy specified when you created the policy definition.

If the policy name is incorrect, specify the correct policy name and execute again.

If the policy name is correct, contact the system administrator.

## System administrator response

Check whether the name of policies created on the Management Server duplicates.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs02503

The specified tier policy has not been created.

## Explanation

The specified Tiering policy has not been created.

## System action

The system terminates processing.

## Operator response

Click **Refresh** to display the latest information.

If the policy definition is created, execute again.

If the policy definition is not created or this error is repeated, contact the system administrator.

## System administrator response

If the specified policy definition had been deleted incorrectly, register it again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02504

Re-registration of tier policy failed because some tier policies already exist.

## Explanation

Since some policies already exist, re-registration of the Tiering policy failed.

## System action

The system terminates processing.

## Operator response

If the Tiering policy has already been registered, delete all the policies and re-execute the Import Tiering Policy command.

If this error is repeated when none of the policy definitions are registered, contact the system administrator.

## System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs02505

Tier policy does not exist in the definition file.

## Explanation

No policy definition is registered in the Tiering policy definition file (tierpolicy.xml) located to the Tiering policy management directory.

## System action

The system continues processing.

## Operator response

Refer to "Reuse the Tiering policy definition" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option* to locate the Tiering policy definition file to the Tiering policy management directory.

After locating the policy definition file, re-execute the Tiering policy import command.

If this error is repeated, contact the system administrator.

## System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## escs06000

Login failed: unknown user name or bad password.

## Explanation

The specified user name or password is incorrect.

## System action

The system goes back to the login window.

## Operator response

- For Windows:

Specify the correct user name and password.

- For Solaris or Linux:

Specify the correct user name and password.

When you cannot log in even if the correct user name and password are specified, contact the system administrator.

## System administrator response

- For Windows:

No response is required.

- For Solaris or Linux:

The target account may be in following conditions. Please perform the appropriate action after confirmation.

- The password is not set
- The login is not permitted (Solaris environment only)
- The account is locked.

---

## escs06001

Login failed: the user's password must be changed before logging in for the first time.

## Explanation

As the **User must change password at next logon** checkbox has been enabled for the specified account, the user's password must be set before logging in.

## System action

The system goes back to the login window.

## Operator response

Do one of the following actions:

- If you have login permission for the Management Server (Windows), login to the Management Server. When logging in, a similar message is displayed and the password is requested. Enter your new password there.
- If you do not have login permission for the Management Server, contact the system administrator.

## System administrator response

The **User must change password at next logon** checkbox is enabled for the specified account. If the security policy allows it, disable this setting and define the password.

---

## escs06002

Login failed: account restriction has been violated.

## Explanation

Account restrictions (empty password not permitted, login hours restrictions, policy related restrictions, etc) prevent logging in.

### System action

The system goes back to the login window.

### Operator response

Operate according to the account restrictions (security policy).

### System administrator response

No response is required.

---

## **escs06004**

Login failed: the specified account password has expired.

### Explanation

The password is no longer valid.

### System action

The system goes back to the login window.

### Operator response

Do one of the following actions:

- If you have login permission for the Management Server (Windows), login to the Management Server. When logging in, a similar message is displayed and the password is requested. Enter your password there.
- If you do not have login permission for the Management Server, contact the system administrator about setting a new password.

### System administrator response

Reset the account with the new password provided by the operator.

---

## **escs06005**

Login failed: account currently disabled.

### Explanation

The account is disabled.

### System action

The system goes back to the login window.

### Operator response

The specified account cannot be used. Use other account.

### System administrator response

No response is required.

---

## **escs06006**

Login failed: account is currently locked out.

### Explanation

The account is locked out.

### System action

The system goes back to the login window.



### Operator response

Contact the system administrator.

### System administrator response

If the security policy allows it, unlock the user account.

---

### escs06007

Login failed: the user's account has expired.

### Explanation

The account has expired.

### System action

The system goes back to the login window.

### Operator response

Contact the system administrator.

### System administrator response

If the security policy allows it, restore the user account.

---

### escs06010

Login failed: account setting is wrong.

### Explanation

The specified account is not correctly set to be used for ETERNUS SF system.

### System action

The system goes back to the login window.

### Operator response

Check that the account is correctly set to be used for ETERNUS SF system. If the account appears to be correctly set, contact the system administrator.

### System administrator response

The problem about the account can occur for one of the following reasons. Once the problem is found, fix the account accordingly.

- Local Logon permission is not enabled.
  - The **Smart card is required for interactive logon** is enabled.
  - No login permission for the Management Server.
- 

### escs06020

Login failed: account was deleted while processing login.

### Explanation

The account was deleted while the login was processed.

### System action

The system goes back to the login window.

### Operator response

Contact the system administrator.

## System administrator response

If the account has been erroneously deleted, register it again.

---

### escs06021

Login failed: the specified account doesn't belong to the ETERNUS SF role group.

## Explanation

The specified account does not belong to an ETERNUS SF role group. All the accounts using ETERNUS SF system must belong to one of the ETERNUS SF role groups.

## System action

The system goes back to the login window.

## Operator response

Check that the account is correctly set to be used for ETERNUS SF system. If the account appears to be correctly set, contact the system administrator.

## System administrator response

Update the operator account so that it belongs to one and one only of the ETERNUS SF role groups. If the ETERNUS SF role groups are not created, create them according to "Setting up user account" in the *ETERNUS SF Installation and Setup Guide*.

---

### escs06022

Login failed: the specified account belongs to two or more ETERNUS SF role groups.

## Explanation

The specified account belongs to more than one ETERNUS SF role group. All the accounts using ETERNUS SF system must belong to one ETERNUS SF role group only.

## System action

The system goes back to the login window.

## Operator response

Contact the system administrator.

## System administrator response

Update the operator account so that it belongs to one and one only of the ETERNUS SF role groups.

---

### escs06023

Login failed: the maximum number of sessions has been exceeded. Maximum number=*maxSessions*

## Explanation

Login failed because the current sessions have exceeded the maximum number of sessions.

## Parameters

*maxSessions* : Maximum number of sessions

## System action

The system goes back to the login window.

## Operator response

Wait for a while and retry to login.

## System administrator response

No response is required.

---

### escs06024

Force login failed because another client had previously forced login.

## Explanation

Forced login has already been done from another client.

## System action

The system goes back to the login window.

## Operator response

Several users are using the same account at the same time. There can be security issues when several users are sharing a common account. Review your operation policy.

## System administrator response

No response is required.

---

### escs06025

Login failed: the ETERNUS SF session already exists.

## Explanation

It is impossible to log in the Web Console because another ETERNUS SF session already exists on the same client.

This happens when a new browser is opened and login is attempted while someone is already logged in into ETERNUS SF system (An existing web browser is opened and account has not been logged out).

## System action

The system goes back to the login window.

## Operator response

To delete the existing session and login again, first close all the opened web browsers then open a web browser again and login.

## System administrator response

No response is required.

---

### escs08001

ETERNUS SF Logging failed. TYPE=*logType*, ERROR=*error*, LOG=*log*

## Explanation

The logging failed, because an unexpected exception occurred as the DB or the file system were about to log a message.

## Parameters

*logType*: 2 characters specifying the log type

*error*: Type of error

*log*: Character string describing the log record that could not be written

## System action

The system continues processing.

## Operator response

No response is required.

## System administrator response

Check the system log (event log) as to whether any error occurred in the system.

If any error occurred in the system, remove the error cause to restart the ETERNUS SF Manager service.

If no error occurred in the system, check the free space of the file system where the repository database is stored. If the file system free space is insufficient, expand capacity and restart the service.

When the service is stopped or is restarted, this message might be output. No response is required for this case.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### **escs10000**

ETERNUS SF service started.

#### Explanation

The ETERNUS SF common control service has been started.

#### System action

None.

#### Operator response

No response is required.

#### System administrator response

No response is required.

---

### **escs10001**

ETERNUS SF service could not be started.

#### Explanation

The ETERNUS SF common control service could not be started.

#### System action

The system terminates processing.

#### Operator response

Notify the system administrator that a system error has occurred.

#### System administrator response

The message describing the reason service could not start is displayed directly before this message. Please act according to the described reason.

---

### **escs10100**

A system error occurred.

#### Explanation

A system error occurred during the ETERNUS SF service processing.

#### System action

The system terminates processing.

#### Operator response

Notify the system administrator that a system error has occurred.

## System administrator response

Check the system log (event log) as to whether any error occurred in the system.

If any error occurred in the system, remove the error cause to restart the ETERNUS SF Manager service.

If no error occurred in the system, check the capacity of the file system where ETERNUS SF software has been installed. If the file system free space is insufficient, expand capacity and restart the service.

When the service is stopped or is restarted, this message might be output. No response is required for this case.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs10110

The internal port number could not be used. `port=portNumber`

#### Explanation

The internal port number could not be used.

#### Parameters

`portNumber`: Port number

#### System action

The system terminates the start processing of the ETERNUS SF services.

#### Operator response

Contact the system administrator.

#### System administrator response

Perform one of the following troubleshooting actions:

- If the port number is in use by another product:

Consider modification of the port number that is in use by the other product.

If it cannot be modified, refer to "Changing port numbers" in the *ETERNUS SF Express Operation Guide* in order to change the port number.

- If the setting for the port number is incorrect:

Refer to "Changing port numbers" in the *ETERNUS SF Express Operation Guide* in order to specify the correct port number.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### escs90000

Operation is accepted.

#### Explanation

The operation is accepted.

#### System action

The system starts processing.

#### Operator response

No response is required.

#### System administrator response

No response is required.

---

### escs90010

Operation has already been accepted.

## Explanation

The operation cannot be accepted because its operation has already been accepted.

## System action

The system terminates processing.

## Operator response

This message may appear if the ETERNUS SF service is not launched completely or the command is running.

Perform the following action.

- If the ETERNUS SF service is launched:

Check that an [escs10000](#) message is output in the event log screen of the Web Console. Then, execute the command again.

- If the `esfimportdevconf` command has been executed:

Restart the ETERNUS SF Manager Tomcat service if the `esfimportdisplay` command displays the import status.

- If the `esfimporttierpolicy` command has been executed:

Check that the Tiering policy migration has been completed using the Operation History screen of the Web Console. Then, execute the command again.

If this error is repeated, contact the system administrator.

## System administrator response

Collect the information required for troubleshooting using the `esfsnap` command and contact a Fujitsu system engineer.

---

## [escs90011](#)

Operation is not accepted.

## Explanation

The operation cannot be accepted because an error was detected during the operation request.

## System action

The system terminates processing.

## Operator response

Execute the operation again.

If this error is repeated, contact the system administrator.

## System administrator response

Check whether the following events are occurred in the file system installed the ETERNUS SF product.

- Lack of capacity
- Hardware error

If you still have a problem, collect the information required for troubleshooting using the `esfsnap` command and contact a Fujitsu system engineer.

---

## [escs90012](#)

Cannot display the import status.

## Explanation

The import status of the configuration information cannot be displayed because the import of the configuration information has not been accepted.

## System action

The system terminates processing.

## Operator response

This message may appear if the ETERNUS SF service is not started or it is not launched completely. Check that an [escs10000](#) message is output in the event log screen of the Web Console, and execute the `esfimportdevconf` command again.

If this error is repeated, contact the system administrator.

## System administrator response

If you still have a problem, collect the information required for troubleshooting using the `esfsnap` command and contact a Fujitsu system engineer.

---

## escs90013

The command was executed without OS administrator authority.

## Explanation

The command was executed without OS administrator authority.

## System action

The system terminates processing.

## Operator response

Execute the command with OS administrator authority.

## System administrator response

No response is required.

---

## escs90014

No such directory. *path=pathName*

## Explanation

The specified directory path name is incorrect.

## Parameters

*pathName*: Specified directory path name

## System action

The system terminates processing.

## Operator response

Contact the system administrator.

## System administrator response

Perform the following action and execute the command again.

- Check whether the directory shown in *pathName* is created. If the directory is not created, create it.
- Check whether the directory shown in *pathName* is an absolute path. If the directory is a relative path, specify with an absolute path. For Windows, specify the full path name that begins with a drive letter.

---

## escs90100

The import command is not available.

## Explanation

The following import commands cannot be executed because an error has been occurred during the start processing of the ETERNUS SF service.

- esfimportdevconf command
- esfimportdisplay command
- esfimporttierpolicy command

## System action

The system continues processing.

## Operator response

Contact the system administrator.

## System administrator response

Check whether any error is occurred in the file system installed the ETERNUS SF product. If any error is occurred, restart the ETERNUS SF Manager Tomcat service after recovering.

If you still have a problem, collect the information required for troubleshooting using the esfsnap command and contact a Fujitsu system engineer.

If you do not use import commands, the urgent response is not required.

---

## escs90101

The target device has already been registered.

## Explanation

The target device has already been registered.

## System action

The system terminates processing for the target device.

## Operator response

This message may appear in the following conditions.

- The esfimportdevconf command was executed after the device registration.
- The esfimportdevconf command was executed again.

If it is necessary to reload the device information, click **Reload Conf.** on the Action pane to reload the device information.

## System administrator response

No response is required.

---

## escs90105

An error occurred while acquiring the device information. Detail=*detail*

## Explanation

An error shown in *detail* occurred during the acquirement of the device information.

## Parameters

*detail*: Error information

## System action

The system terminates the import processing for the device in which an error occurred.



## Operator response

After performing the appropriate action for an error message shown in *detail*, perform the following procedure. If the import processing of the device configuration information is not completed, contact the system administrator.

- If the target device is displayed in the Web Console:

Click **Reload Conf.** on the Action pane to update to the latest information.

- If the target device is not displayed in the Web Console:

Register the target device. Refer to "Register ETERNUS Disk storage system" in the *ETERNUS SF Web Console Guide* for the procedures of the device registration.

## System administrator response

Collect the information required for troubleshooting using the `esfsnap` command and contact a Fujitsu system engineer.

---

### escs90110

An unexpected error occurred while importing the device.

## Explanation

An unexpected error occurred during the import of the device configuration information.

## System action

The system terminates the import processing for the device in which an error occurred.

## Operator response

Perform the following procedure. If the import processing of the device configuration information is not completed, contact the system administrator.

- If the target device is displayed in the Web Console:

Click **Reload Conf.** on the Action pane to update to the latest information.

- If the target device is not displayed in the Web Console:

Register the target device. Refer to "Register ETERNUS Disk storage system" in the *ETERNUS SF Web Console Guide* for the procedures of the device registration.

## System administrator response

Collect the information required for troubleshooting using the `esfsnap` command and contact a Fujitsu system engineer.

## Chapter 6 Messages of esflm prefix

### esflm00001

The trial license will expire soon. Remaining Days=*remainDays*, Serial No=*serialNumber*, License=*licenseName*

#### Explanation

The trial license will expire soon.

#### Parameters

*remainDays* : Remaining days till the expiration date

*serialNumber* : Serial number of the device

*licenseName* : License name

#### System action

The system continues processing.

#### Operator response

No response is required.

#### System administrator response

When continuing to use the ETERNUS SF system even after trial license expiration, purchase the regular license for the license name shown in *licenseName* by the expiration data to register on the system.

When a trial license is registered, a regular license cannot be registered. Register a regular license after deleting a trial license.

### esflm00002

The trial license has expired. Serial No=*serialNumber*, License=*licenseName*

#### Explanation

The trial license has expired.

#### Parameters

*serialNumber* : Serial number of the device

*licenseName* : License name

#### System action

The system makes the expired license function unavailable.

#### Operator response

No response is required.

#### System administrator response

Purchase the regular license for the license name shown in *licenseName* to register on the system.

When a trial license is registered, a regular license cannot be registered. Register a regular license after deleting a trial license.

## Chapter 7 Messages of esgui prefix

---

### esgui00001

Internal error occurred.

#### Explanation

Internal error has occurred.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### esgui00002

Cannot accept the new operation because the system is in preparation for halt.

#### Explanation

As the system is going to be stopped, accepting new operations is not permitted.

#### System action

The system terminates processing.

#### System administrator response

As the system is currently preparing to be stopped, please log out.  
Log in again after starting the service.

---

### esgui00003

A Database error occurred.

#### Explanation

An error has occurred in the database access processing.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### esgui00004

Internal error occurred. Detail = "*detail*"

#### Explanation

Internal error has occurred.

#### Parameters

*detail*: Error information

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

- If this error has occurred in the troubleshooting screen:

The information required for troubleshooting must be collected manually. For details about how to collect manually, contact a Fujitsu system engineer.

- If this error has occurred in a performance graph display and "Internal timeout occurred" is displayed in the error information, take either of the following actions:
  - Reduce the number of resources targeted for graph display.
  - After deleting the performance information, change the monitoring interval to a larger value on the screen to change the performance management configurations to re-obtain the performance information. When deleting performance information, contact a Fujitsu system engineer.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

If this error is seen in any other circumstances, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### esgui00005

A database reference error has occurred.

#### Explanation

A database reference error has occurred.

#### System action

The system terminates processing.

## System administrator response

It is possible that the resource needed for operations has been deleted or modified.

Using the **Operation History** screen, check whether the operations for the same resource were conflicted.

In the case of cluster operations, such an environment variable as SWSTGNODE where environment variables are set to the whole system may be registered. Do not register SWSTGNODE where environment variables are set to the whole system.

If this message is output on the Backup Wizard Executing screen, cancel the wizard and check on the **Operation History** screen whether any Mailbox Server or Backup Server has been deleted. If you find a deleted server on the **Operation History** screen, register the server and then re-execute the Backup Wizard.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### esgui00006

Failed to retrieve the information of the selected *resourceName*.

#### Explanation

The information for the selected resource could not be retrieved.

#### Parameters

*resourceName* : Selected resource name

#### System action

The system terminates processing.

## System administrator response

The selected resource may be deleted.

Click **Refresh** on the menu area to check if the selected resource exists.

---

## esgui01000

Internal error occurred.

### Explanation

Internal error has occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## esgui01001

Access to the configuration file (sanma.conf) is denied. Error Code = *errCode*

### Explanation

The access to the configuration file (sanma.conf) is denied.

### Parameters

*errCode* : Error information

### System action

The system terminates processing.

### System administrator response

Execute the following action.

Error Information	Cause	Action Plan
Errno::EIO	An I/O error has occurred.	Recover the disk device on which the configuration file (sanma.conf) is stored.
Errno::EACCES	You do not have privileges to access the configuration file (sanma.conf) or the directory in which it is stored.	Check that the configuration file (sanma.conf) is not set to Read-only. If it is set to Read-only, change the setting to permit writing.
Errno::ENOSPC	The file system free space is insufficient.	Allocate more free disk space.

---

## esgui01002

Configuration file (sanma.conf) is not found.

### Explanation

The configuration file (sanma.conf) is not found.

### System action

The system terminates processing.

### System administrator response

Store the configuration file (sanma.conf) in the designated directory.

---

## esgui01003

Specified device is already registered.

## Explanation

The specified device is already registered.

## System action

The system terminates processing.

## System administrator response

Check whether the device to be detected is correctly specified.

If the device to be detected is incorrect, specify the correct device.

---

## esgui01004

Processing conflict has occurred.

## Explanation

Processing could not be continued due to conflicting operations.

## System action

The system terminates processing.

## System administrator response

Check whether another user is logged in on the ETERNUS Web GUI for controlling the ETERNUS Disk storage system to be operated.

If another user is logged in, try the operation again after logging out the other user.

---

## esgui01005

Device is not found.

## Explanation

The device is not found.

## System action

The system terminates processing.

## System administrator response

Check the IP address, subnet mask, and the SNMP community name for the specified device as well as the contents of sanma.conf for any mistakes.

If there is any mistake, specify the correct value and try the operation again.

If there is no mistake, check the network for any errors.

Check whether the SNMP function of the storage device is enabled.

If it is disabled, enable it and try the operation again.

Check Community setting in SNMP (Agent) environment settings.

If the Community setting is not set, configure the setting and try the operation again.

Refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide* for the required settings for device detection.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## esgui01006

Required service has not been started.

## Explanation

A trouble may be occurring in the network environment. Or, the following services are not started.

- AdvancedCopy Manager COM Service

- AdvancedCopy Manager GUI Service
- ETERNUS SF Storage Cruiser Manager

#### System action

The system terminates processing.

#### System administrator response

Check the network environment to resolve any trouble with the communication pathways, and restart the processing. Or, start the following services and execute the operation again.

- AdvancedCopy Manager COM Service
- AdvancedCopy Manager GUI Service
- ETERNUS SF Storage Cruiser Manager

---

### esgui01007

Failed to retrieve information from specified storage and port.

#### Explanation

Information from the specified storage and port could not be retrieved.

#### System action

The system terminates processing.

#### System administrator response

It is possible that another user has deleted the storage device needed.

Using the **Operation History** screen, check whether another user has deleted the storage device.

If it has been deleted, review the requirement with the user.

---

### esgui01008

Connected host is not found.

#### Explanation

A connected host could not be found.

#### System action

The system terminates processing.

#### System administrator response

Perform the following troubleshooting actions:

- Check if you specified the correct port.

If there is a mistake, specify the correct port and try the operation again.

- Check if a host is connected to the specified port.

If the expected host is not connected to the specified port, establish a connection and try the operation again.

- If the specified port is an iSCSI port, check if it is registered to the iSNS server.

If the specified port is not registered to the iSNS server, register it to the iSNS server. In addition, for iSCSI port parameters, check if the iSNS server is enabled and its IP address is set, and then try the operation again.

---

### esgui01009

Failed to retrieve information from specified ACM server.

### Explanation

Information could not be retrieved from the specified server.

### System action

The system terminates processing.

### System administrator response

It is possible that another user has deleted the server needed.

Using the **Operation History** screen, check whether another user has deleted the server.

If it has been deleted, review the requirement with the user.

---

## esgui01010

Failed to make a temporary file. Error Code = *errCode*

### Explanation

It failed to create a temporary file.

### Parameters

*errCode* : Error information

### System action

The system terminates processing.

### System administrator response

Execute the following action.

Error Information	Cause	Action Plan
Errno::EIO	An I/O error has occurred.	Recover the disk device on which ETERNUS SF product is installed.
Errno::ENOSPC	The file system free space is insufficient.	Allocate more free disk space.

---

## esgui01011

Device is not found.

### Explanation

The device is not found.

### System action

The system terminates processing.

### System administrator response

Check if the server has recognized the device.

---

## esgui01012

Can not support this platform in this version.

### Explanation

The platform is not supported in this software version.

### System action

The system terminates processing.



## System administrator response

Install the software on a platform that is supported by the ETERNUS SF product.

---

### esgui01013

Specified user name or password is invalid. User ID = *userID*

#### Explanation

The specified user name or password is invalid.

#### Parameters

*userID*: User name

#### System action

The system terminates processing.

## System administrator response

Specify the correct user name and password.

---

### esgui01014

Failed to connect the storage. IP Address = *ipAddress*

#### Explanation

It failed to connect with the specified device.

#### Parameters

*ipAddress*: IP address of storage device

#### System action

The system terminates processing.

## System administrator response

Perform the following troubleshooting actions:

- Check whether any error occurred in the network between the server on which the ETERNUS SF product is installed and the specified device. If any error was detected, resolve the network issue.
- If the IP address of the storage device is an IP address on the Slave CM side, re-register the device using an IP address on the Master CM side.
- If using the detection command for an iSCSI host on the connection target, check that the iSNS server settings for the iSCSI port are enabled and that an iSNS server is connected to the iSCSI port, and try again.
- The SSH communication service of the ETERNUS Disk storage system cannot be used. Check the status of the ETERNUS Disk storage system and try again.
- Check if the maximum number of login sessions for the ETERNUS Disk storage system has been reached. If the number of login sessions has reached the maximum, try again after waiting a few minutes.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

### esgui01015

Discovering device failed because specified SNMP Community Name is already used for specified address in the configuration file (*sanma.conf*).

#### Explanation

The device cannot be discovered, because the SNMP community name for the specified address is already defined in the configuration file (*sanma.conf*). If the device has been already registered with a different SNMP community name for the specified address (or its

subnet address), this message may be output because the SNMP community name specified previously is described in the configuration file automatically.

### System action

The system terminates processing.

### System administrator response

Specify the SNMP community name set in the ETERNUS Disk storage system to both [SNMP Community Name] field in the screen and SNMP\_COMMUNITY\_NAME\_FOR\_IP parameter in the configuration file (sanma.conf), and try discovery again.

If the SNMP community name set in ETERNUS Disk storage system is changed, modify SNMP\_COMMUNITY\_NAME\_FOR\_IP parameter in the configuration file (sanma.conf) and specify the same SNMP community name to **SNMP Community Name** field in the screen.

Refer to "Customizing sanma.conf" in the *ETERNUS SF Web Console Guide* for a configuration file (sanma.conf).

---

## esgui01016

The processing failed. Detail = "*detail*"

### Explanation

The processing failed.

### Parameters

*detail*: Detailed error message

### System action

The system terminates processing.

### System administrator response

Take the following actions according to the detailed error messages:

- In the case of "There is no volume. (Server Name : *serverName*)":

Check whether the ETERNUS Disk storage system which has a backup source volume or a backup destination volume connected to the server shown in *serverName* is registered. If not it is registered, register the ETERNUS Disk storage system.

- In the case of "It failed in the executing of the AdvancedCopy Manager command(stgenvdsp).":

Since an internal error is occurring, collect the information required for troubleshooting on the Management Server and contact a Fujitsu system engineer. Refer to "esfsnap (AdvancedCopy Manager's manager troubleshooting data collection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect troubleshooting information. In addition, when collecting the information, specify the -all command option.

- For cases other than the above:

Check the [System administrator response] of the detailed error message, and perform the appropriate action.

---

## esgui01018

There is no Access Path for inheritance.

### Explanation

There is no access path that can be inherited.

### System action

The system terminates processing.

### System administrator response

Other user may possibly have deleted or inherited the access path you need.

- If the access path has been deleted by another user:

Delete the HBA to update the HBA status to "Normal" and then create an access path.

- If the access path has been inherited by other user:

Delete the HBA to update the HBA status to "Normal".

Otherwise, it is possible that only the zoning for the FC switch was configured with the pre-replaced HBA, but host affinity was not configured. In that case, since the zoning information itself cannot be inherited, perform the following operations.

- Delete the HBA to update the HBA status to "Normal".
- Specify a zoning directly for the FC switch.

---

## esgui02000

Failed to create a zip file.

### Explanation

It failed to create a zip file.

### System action

The system terminates processing.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the disk on which ETERNUS SF product is installed has sufficient free space.

If the free disk space is insufficient, allocate more free disk space.

- Check whether any error occurred on the disk device on which ETERNUS SF product is installed.

If there is any error on the disk device, recover the disk device.

- On the Windows environment, check whether the value length of system environment variables used to store the temporary directory path name is less than 39 characters.

If the value length of those system environment variables is 39 characters and more, it is impossible to collect the troubleshooting data on the troubleshooting screen of the Web Console. Execute the operation again after changing the value length of those system environment variables, or collect the troubleshooting data manually. Refer to the following manuals about collecting the troubleshooting data manually.

- "esfsnap (Express's manager troubleshooting information collection command)" in the *ETERNUS SF Express Operation Guide*
- "esfsnap (Troubleshooting information collection of Manager)" in the *ETERNUS SF Storage Cruiser Operation Guide*
- "esfsnap (AdvancedCopy Manager's manager troubleshooting data collection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



The ETERNUS SF products check whether it is a valid path in the order of TMPDIR, TMP, TEMP, USERPROFILE among the system environment variables. The first valid path found is used.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## esgui02001

Please enable cookie in your browser.

### Explanation

Please enable cookies in your browser.

### System action

The system terminates processing.

### System administrator response

Enable the cookies in your web browser.

Refer to "Cookie settings" in the *ETERNUS SF Web Console Guide* for the procedure.

---

## **esgui02002**

The specified license key is incorrect. License = "*licenseName*" Code = 1012

### Explanation

The specified license key is incorrect.

### Parameters

*licenseName* : License name

### System action

The system terminates processing.

### System administrator response

Register the correct license key.

---

## **esgui02003**

The specified device cannot be found in the network. License = "*licenseName*" Code = 1030

### Explanation

The specified device cannot be found in the network.

### Parameters

*licenseName* : License name

### System action

The system terminates processing.

### System administrator response

Check whether any error occurred in the network between the server on which ETERNUS SF product is installed and the specified device.

If any error is detected, resolve the network issue.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## **esgui02004**

The specified user ID or password is incorrect. License = "*licenseName*" Code = 1031

### Explanation

The specified user ID or password is incorrect.

### Parameters

*licenseName* : License name

### System action

The system terminates processing.

## System administrator response

The account information for the target device may need to be changed.

Match the account information for the target device and the account information stored in the ETERNUS SF system.

---

### esgui02005

Registration of license information failed because exclusive license exists. License = "*licenseName*" Code = 1052

## Explanation

The registration of license information failed because an incompatible license already exists.

## Parameters

*licenseName* : License name

## System action

The system terminates processing.

## System administrator response

Check that the license to be registered is correct.

If the license is correct, delete incompatible licenses before executing again.

---

### esgui02006

There are dependency licenses. Please remove dependency license before removing this license. License = "*licenseName*" Code = 1054

## Explanation

There are prerequisite licenses. Please remove prerequisite licenses before removing this license.

## Parameters

*licenseName* : License name

## System action

The system terminates processing.

## System administrator response

After removing the prerequisite licenses, try the operation again.

Also, when the prerequisite license is removed at the same time, this message may be output. In this case, remove the target license after removing the prerequisite license.

---

### esgui02007

Registration of license information failed because trial license is expired. License = "*licenseName*" Code = 1061

## Explanation

The registration of license information failed because the trial license has expired.

## Parameters

*licenseName* : License name

## System action

The system terminates processing.

## System administrator response

Apply for a new trial license.

---

## esgui02008

Registration of license information failed because trial license has been already registered. License = "*licenseName*" Code = 1062

### Explanation

The registration of license information failed because the trial license has already been registered.

### Parameters

*licenseName* : License name

### System action

The system terminates processing.

### System administrator response

After removing the trial license, try to register again.

---

## esgui02009

Registration of license information failed because expired trial license has been registered. Trial licenses can be registered only once.  
License = "*licenseName*" Code = 1063

### Explanation

The registration of license information failed because an expired trial license has been registered. Trial licenses can be registered only once.

### Parameters

*licenseName* : License name

### System action

The system terminates processing.

### System administrator response

Contact Fujitsu Sales to purchase the regular license.

---

## esgui02010

The specified license information has been already registered. License = "*licenseName*" code = 1020

### Explanation

The registration of the specified license information failed because its license has already been registered.

### Parameters

*licenseName* : License name

### System action

The system terminates processing.

### System administrator response

Check the license management screen to verify if another user is in operation at the same time.

---

## esgui02011

Registration of license information failed. License = "*licenseName*" code = 1032

### Explanation

The registration of the specified license information failed because a hardware error has occurred.

## Parameters

*licenseName* : License name

## System action

The system terminates processing.

## System administrator response

Check the event screen, resolve the hardware error, and try again.

If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer.

---

## **esgui02012**

Registration of license information failed because prerequisite license is not registered. License = "*licenseName*" code = 1051

## Explanation

The registration of the specified license information failed because the prerequisite license is not registered.

## Parameters

*licenseName* : License name

## System action

The system terminates processing.

## System administrator response

Check the license management screen to verify if another user is in operation at the same time.

---

## **esgui02013**

Reading license database failed. code = 5001

## Explanation

The license management database could not be read because an internal error has occurred in the database.

## System action

The system terminates processing.

## System administrator response

Restore the license management database from a backup, and try again.

---

## **esgui02014**

Updating license database failed. code = 5002

## Explanation

The license management database could not be updated because an internal error has occurred in the database.

## System action

The system terminates processing.

## System administrator response

Restore the license management database from a backup, and try again.

---

## **esgui02015**

Account information used to access ETERNUS is not set.

## Explanation

The account information accessible to the ETERNUS Disk storage system is not set.

## System action

The system terminates processing.

## System administrator response

The account information accessible to the ETERNUS Disk storage system after the Upgrade Installation may not be set.

Refer to the "Set and change the information of the account that can access ETERNUS Disk storage system" in the *ETERNUS SF Web Console Guide* to match the account information of the ETERNUS SF system to that of the target storage device.

---

## esgui03000

Map View can't be opened because required License has not been registered.

## Explanation

A required license is not registered.

## System action

The system terminates processing.

## System administrator response

Register a license and try again.

---

## esgui03001

There are some differences between the current resource information and the stored information, because they are modified. Please save or initialize location information.

## Explanation

The resource information in which location information is saved differs from the displayed resource information.

## System action

The system displays the resource information.

## System administrator response

Adding or deleting resources can cause a mismatch between the saved location information and its current state. Check the displayed resources. It is recommended to save the location information.

Saving the location information will prevent this message from displaying the next time.

---

## esgui03004

It failed to open Logical Path View. Click [Close] button of Logical Path View to close the window.

## Explanation

The Logical Path View screen cannot be displayed.

## System action

The system terminates processing.

## System administrator response

Check the **Operation History** screen, remove the error cause, and try again.

---

## esgui03005

It failed to change target device on Logical Path View. Click [Close] button of Logical Path View to close the window.



## Explanation

The Logical Path View screen for the specified device cannot be displayed.

## System action

The system terminates processing.

## System administrator response

Check the **Operation History** screen, remove the error cause, and try again.

---

### esgui03006

Specified resource has been removed. Please refresh Overview.

## Explanation

The specified resource has been removed.

## System action

The system terminates processing.

## System administrator response

It is possible that another user has deleted the storage device needed.

Using the **Operation History** screen, check whether another user has deleted the storage device.

If it has been deleted, check with the user to review requirements.

---

### esgui03008

Resource information has been refreshed because they were modified.

## Explanation

The resource information has been updated.

## System action

The system displays the resource information.

## System administrator response

The displayed content has been updated.

If any resource is added, it is additionally displayed on the far right of the entire system.

If any resource is deleted, the target resource is not displayed.

---

### esgui03009

Please close the window by clicking [Close] button of Logical Path View because specified resource has been removed.

## Explanation

The resource information has been updated.

## System action

The system terminates processing.

## System administrator response

It is possible that another user has deleted the storage device needed.

Using the **Operation History** screen, check whether another user has deleted the storage device.

If it has been deleted, check with the user to review requirements.

---

### esgui03010

Specified resource name has been changed.

### Explanation

The resource information has been updated.

### System action

The system displays the resource information.

### System administrator response

Since the device name has been updated, check and verify.

---

## esgui03011

Specified resource has been modified and its name was changed.

### Explanation

The resource information has been updated.

### System action

The system displays the resource information.

### System administrator response

The displayed content has been updated.

If any resource is added, it is additionally displayed on the far right of the entire system.

If any resource is deleted, the target resource is not displayed.

---

## esgui03012

Reload Conf. is already in process.

### Explanation

The [Reload Conf.] processing for the specified device is in progress.

### System action

The system terminates processing.

### System administrator response

Using the **Operation History** screen, check that the **Reload Conf.** processing has been completed, and try again.

---

## esgui04000

Exchange Server is not installed in the Mailbox Server (*serverName*). Please make sure the Exchange Server is installed correctly.

### Explanation

Exchange Server is not installed in the selected server, or the server that was selected is not the correct one.

### Parameters

*serverName* : Mailbox Server name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one, and continue the wizard operation.

If the correct server was not displayed in the list, cancel the wizard and register the correct server in ETERNUS SF Manager. Then, re-execute the wizard.

- Check whether Exchange Server has been installed on the selected server.  
If it has not, cancel the wizard and install Exchange Server. Then, re-execute the wizard.

---

## esgui04001

ETERNUS VSS Hardware Provider (VSSHP) is not installed in the Mailbox Server (*serverName*). Please make sure the VSSHP is installed correctly.

### Explanation

ETERNUS VSS Hardware Provider is not installed on the selected server, or the server that was selected is not the correct one.

### Parameters

*serverName* : Mailbox Server name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one, and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in ETERNUS SF Manager. Then, re-execute the wizard.
- Check whether ETERNUS VSS Hardware Provider supported by this product is installed in the selected server and started. Refer to "Software requirement of AdvancedCopy Manager's agent" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the version of this product supported ETERNUS VSS Hardware Provider.  
If not installed, cancel the wizard to install and start ETERNUS VSS Hardware Provider supported by this product. Then, re-execute the wizard.  
If not started, cancel the wizard and start ETERNUS VSS Hardware Provider. Then, re-execute the wizard.

---

## esgui04002

Not configured the backup server over ETERNUS VSS Hardware Provider (VSSHP) of the Mailbox Server (*serverName*). Please make sure that backup server is set to the VSSHP.

### Explanation

No backup server was configured for ETERNUS VSS Hardware Provider which is installed on the selected server, or the server that was selected is not the correct one.

### Parameters

*serverName* : Mailbox Server name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is correct as the server in which the backup source database is stored.  
If it is not, select the correct one, and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in ETERNUS SF Manager. Then, re-execute the wizard.

- Check whether a backup server was configured for ETERNUS VSS Hardware Provider on the selected server.  
If it was not, cancel the wizard and configure a backup server for ETERNUS VSS Hardware Provider. Then, re-execute the wizard.
- Check on the backup server configured in ETERNUS VSS Hardware Provider of the selected server whether this product supported ETERNUS VSS Hardware Provider is installed and started. Refer to "Software requirement of AdvancedCopy Manager's agent" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the version of this product supported ETERNUS VSS Hardware Provider.  
If not installed, cancel the wizard to install and start ETERNUS VSS Hardware Provider supported by this product in the backup server. Then, re-execute the wizard.  
If not started, cancel the wizard and start ETERNUS VSS Hardware Provider of the backup server. Then, re-execute the wizard.

---

## esgui04003

Exchange Server Management tools are not installed in the Backup Server (*serverName*). Please make sure the Exchange Server Management tools are installed correctly.

### Explanation

Exchange Server management tools are not installed in the Backup server, or there is a problem with the backup server configuration for the Mailbox Server that was selected.

### Parameters

*serverName* : Backup server name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one, and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in ETERNUS SF Manager. Then, re-execute the wizard.
- Check whether the backup server that was configured for ETERNUS VSS Hardware Provider on the selected server is the correct one.  
If it is not, cancel the wizard and configure a backup server that is the correct one for ETERNUS VSS Hardware Provider. Then, re-execute the wizard.
- Check whether Exchange Server management tools (Exchange Server 2010 SP2 or later) has been installed on the backup server that was configured for ETERNUS VSS Hardware Provider.  
If it has not, cancel the wizard and install Exchange Server management tools (Exchange Server 2010 SP2 or later). Then, re-execute the wizard.

---

## esgui04004

ETERNUS VSS Hardware Provider (VSSHHP) is not installed in the Backup Server (*serverName*). Please make sure the VSSHHP is installed correctly.

### Explanation

ETERNUS VSS Hardware Provider is not installed in the Backup server, or there is a problem with the backup server configuration for the Mailbox Server that was selected.

### Parameters

*serverName* : Backup server name

### System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one, and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in ETERNUS SF Manager. Then, re-execute the wizard.
- Check whether the backup server that was configured for ETERNUS VSS Hardware Provider on the selected server is the correct one.  
If it is not, cancel the wizard and configure a backup server that is the correct one for ETERNUS VSS Hardware Provider. Then, re-execute the wizard.
- Check whether Exchange Server management tools (Exchange Server 2010 SP2 or later) has been installed on the backup server that was configured for ETERNUS VSS Hardware Provider.  
If it has not, cancel the wizard and install Exchange Server management tools (Exchange Server 2010 SP2 or later). Then, re-execute the wizard.

---

### esgui04005

Required service (*serviceName*) is not started in the Server (*serverName*). Please retry after starting-up the service.

#### Explanation

A required service was not started on the Mailbox Server or backup server.

#### Parameters

*serverName* : Backup server name

*serviceName* : Not started service name

#### System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and start the required service on the Mailbox Server or backup server. The target service to be started is different according to the service output to *serviceName*.

- When the service name starts with "MSEExchange":  
This is a service for Microsoft Exchange. Refer to the Exchange Server documents and check whether all services required for operating Exchange Server have been started. If any service is disabled, start it.
- When the service name starts with "ETERNUS VSS Hardware Provider":  
This is a service for ETERNUS VSS Hardware Provider. Refer to the *ETERNUS VSS Hardware Provider User's Guide* in the DVD-ROM of this product and check whether all services required for operating ETERNUS VSS Hardware Provider have been started. If any service is disabled, start it.  
Refer to "Prerequisites" in "Backup using the Backup Wizard for Exchange Server" in the chapter "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information related to the *ETERNUS VSS Hardware Provider User's Guide*.
- When the service name starts with anything other than the above cases:  
Refer to "Start and Stop" in "Backup Using the Backup Wizard for Exchange Server" in the chapter "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* and check whether the required all services have been started. If any service is disabled, start it.

Re-execute the wizard after starting the required services.

---

### esgui04006

Failed to retrieve service (*serviceName*) information from the Exchange Server on the Server (*serverName*).

## Explanation

Exchange Server is not installed on the server.

## Parameters

*serverName* : Mailbox Server name or Backup server name

*serviceName* : Required service name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one, and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in ETERNUS SF Manager. Then, re-execute the wizard.
- Check whether the backup server that was configured for ETERNUS VSS Hardware Provider on the selected server is the correct one.  
If it is not, cancel the wizard and configure a backup server that is the correct one for ETERNUS VSS Hardware Provider. Then, re-execute the wizard.
- Check whether Exchange Server supported by this product has been installed on the selected server.  
If it has not, cancel the wizard and install Exchange Server supported by this product. Then, re-execute the wizard. Refer to "Required Software" in "Backup using the Backup Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the version of Exchange Server supported by this product.
- Check whether Exchange Server has been installed on the backup server that was configured for ETERNUS VSS Hardware Provider on the selected server.  
If it has not, cancel the wizard and install Exchange Server. Then, re-execute the wizard.

---

## esgui04007

Server (*serverName*) is not registered in the ETERNUS SF. Please check registered of Server.

## Explanation

The Mailbox Server or Backup server is not registered in ETERNUS SF Manager.

## Parameters

*serverName* : Name of the Mailbox Server or backup server which has not been registered in ETERNUS SF Manager

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and register the Mailbox Server or backup server in ETERNUS SF Manager. Then, re-execute the wizard.

Refer to the *ETERNUS SF Web Console Guide* and *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on registering a server into ETERNUS SF Manager.

---

## esgui04008

Failed to retrieve database information from the Exchange Server on the Mailbox Server (*serverName*).

Please make sure that the mailbox database or the public folder database is created correctly.

Error details: *detail*

## Explanation

It failed to retrieve the database information from the Exchange Server on the Mailbox Server.

## Parameters

*serverName* : Mailbox Server name

*detail* : Failed Exchange Server command name and error content

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check whether the mailbox database or public folder database has been configured in the Mailbox Server.  
If it has not, configure a mailbox database or a public folder database in the Mailbox Server. Then, execute the wizard again.  
Refer to the Exchange Server manuals for information on creating a mailbox database or a public folder database.
- Check whether there is any failure in the Exchange Server environment of the Mailbox Server.  
If any, refer to the Exchange Server document to resolve the issue.
- Perform the following troubleshooting actions if this error occurred in the Restore Wizard:  
If the Mailbox Server database configuration or the backup server volume configuration has been changed, check that the Configuration Removal Script is executed when the configuration is changed.  
When a backup setting before configuration is changed exists, re-execute the wizard after performing the Configuration Removal Script.  
Execute the `swsrpdevdisp_exchange` command on the Mailbox Server to confirm the database backup setting. Refer to "`swsrpdevdisp_ex2k3/swsrpdevdisp_exchange` (Exchange device display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the command.

---

## esgui04009

Failed to retrieve device information for the Mailbox Server (*serverName*).

Please check ETERNUS SF Messages manual.

Error details: *msgID*

## Explanation

It failed to retrieve the Mailbox Server device information.

## Parameters

*serverName* : Mailbox Server name

*msgID* : Error message of AdvancedCopy Manager (\*1)

\*1: Multiple message IDs may be shown in *msgID*. In that case, the first message ID displays the error cause in AdvancedCopy Manager and the second and later message IDs display error details in AdvancedCopy Manager.

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions if this error occurred in the Backup Wizard:

- If only one error message for the AdvancedCopy Manager is displayed:  
Cancel the wizard. Refer to [System administrator response] of the output error message and take the required action. Then, re-execute the wizard.
- If multiple error messages for the AdvancedCopy Manager are displayed:  
Perform the following troubleshooting actions on the Management Server.
  1. Execute the `stgxfwcmdispdev` command to the server shown in *serverName*.
  2. From the devices displayed at step 1, check the device displayed in **Device** column of the line in which the value of **S** column is "D" or "U".

3. Execute the `swsrpvoinfo` command to the server shown in *serverName*.
4. From the result displayed at step 3, check a replication pair in which the value of **Replica-Volume** column agrees with the value checked at step 2.
5. Delete the replication pair checked at step 4 with the `swsrpdelvol` command.
6. Delete the device checked at step 2 with the `stgxfwcmdeldev` command.
7. Re-execute the wizard.

- If "swstf5012" is shown in *msgID*:

Check on the server screen of the Web Console whether the server information displayed by selecting **Yes** in **Use AdvancedCopy Manager** field is changed with respect to the selected Mailbox Server. If it is not changed, stop the wizard to change the server information. Then, re-execute the wizard.

Perform the following troubleshooting actions if this error occurred in the Restore Wizard:

- If only one error message for the AdvancedCopy Manager is displayed:

Cancel the wizard. Refer to [System administrator response] of the output error message and take the required action. Then, re-execute the wizard.

- If multiple error messages for the AdvancedCopy Manager are displayed:

Collect the information required for troubleshooting as described in the following and contact a Fujitsu system engineer. If "swsrp2707" appears on the error message, configuration may have been changed since backup.

- Collect detailed investigation information with the server running ETERNUS SF Manager connected to the wizard (Management Server). Refer to "Information for further investigation" in the ETERNUS SF Storage Cruiser Operation Guide for information on how to collect the further detailed information.
- On each of the following servers, execute the `agentsnap` and `acmcapture` commands to collect the further detailed information:
  - Mailbox Server
  - Backup server

Refer to "agentsnap (Troubleshooting information collection of Agent)" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the `agentsnap` command.

Refer to "acmcapture (AdvancedCopy Manager's agent troubleshooting data collection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the `acmcapture` command.

---

## esgui04010

Failed to get the backup source file path from the Database (*dbName*) in Exchange Server on the Mailbox Server (*serverName*). Please make sure that the mailbox database or the public folder database is created correctly.

### Explanation

It failed to retrieve the Mailbox Server database (backup source file) path.

### Parameters

*serverName* : Mailbox Server name

*dbName* : Database name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Cancel the wizard and check whether the mailbox database or public folder database has been configured. If it has not, configure the mailbox or public folder database.



---

## esgui04011

Failed to retrieve device information for the Backup Server (*serverName*).  
Please check ETERNUS SF Messages manual.  
Error details: *msgID*

### Explanation

It failed to retrieve the backup server device information.

### Parameters

*serverName* : Backup server name  
*msgID* : Error message of AdvancedCopy Manager (\*1)

\*1: Multiple message IDs may be shown in *msgID*. In that case, the first message ID displays the error cause in the AdvancedCopy Manager and the second and later message IDs display error details in the AdvancedCopy Manager.

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions if this error occurred in the Backup Wizard:

- If only one error message for the AdvancedCopy Manager is displayed:

Cancel the wizard. Refer to [System administrator response] of the output error message and take the required action. Then, re-execute the wizard.

- If multiple error messages for the AdvancedCopy Manager are displayed:

Perform the following troubleshooting actions on the Management Server.

1. Execute the `stgxfwcmdispdev` command to the server shown in *serverName*.
2. From the devices displayed at step 1, check the device displayed in **Device** column of the line in which the value of **S** column is "D" or "U".
3. Execute the `swsrpvolinfo` command to the server shown in *serverName*.
4. From the result displayed at step 3, check a replication pair in which the value of **Replica-Volume** column agrees with the value checked at step 2.
5. Delete the replication pair checked at step 4 with the `swsrpdelvol` command.
6. Delete the device checked at step 2 with the `stgxfwcmdeldev` command.
7. Re-execute the wizard.

Perform the following troubleshooting actions if this error occurred in the Restore Wizard:

- If only one error message for the AdvancedCopy Manager is displayed:

Cancel the wizard. Refer to [System administrator response] of the output error message and take the required action. Then, re-execute the wizard.

- If multiple error messages for the AdvancedCopy Manager are displayed:

Collect the information required for troubleshooting as described in the following and contact a Fujitsu system engineer. If "swsrp2707" appears on the error message, the configuration may have been changed since the last backup.

- Collect detailed investigation information with the server running ETERNUS SF Manager connected to the wizard (Management Server). Refer to "Information for further investigation" in the ETERNUS SF Storage Cruiser Operation Guide for information on how to collect the further detailed information.
- On each of the following servers, execute the `agentsnap` and `acmcapture` commands to collect the further detailed information:
  - Mailbox Server
  - Backup server

Refer to "agentsnap (Troubleshooting information collection of Agent)" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command.

Refer to "acmcapture (AdvancedCopy Manager's agent troubleshooting data collection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the acmcapture command.

---

## esgui04012

A destination volume does not exist that can be paired with the source volume (*volumeName*, *deviceName*). Please create a volume whose size is *size* in the Backup Server.

### Explanation

There is no backup destination volume which can be mapped to the backup source volume, or a drive letter is not allocated to the backup destination volume.

### Parameters

*volumeName* : Backup source volume (\*1)

*deviceName* : Backup source device

*size* : Selectable volume size for the backup destination volume

\*1: You cannot use volume names for certain model ETERNUS Disk storage systems. Therefore, if a backup source volume exists in any the ETERNUS Disk storage systems below, the volume name is not displayed.

- ETERNUS4000 models 300 and 500
- ETERNUS8000 models 700, 900, 1100 and 2100

### System action

The system temporarily stops processing the wizard.

### System administrator response

Cancel the wizard and check whether the backup destination volume shown in *size* on the backup server has been configured.

- If it has been configured:

Check whether any drive letter is assigned to the volume. If not, assign a drive letter, and re-execute the wizard.

- If it has not been configured:

Perform the following actions on the backup server.

1. Create the backup destination volume shown in *size*.
2. Allocate a drive letter to the backup destination volume.
3. Re-execute the wizard.

---

## esgui04013

Failed to get ETERNUS disk information for the Backup Server (*serverName*).

Please make sure that backup server is set to the ETERNUS VSS Hardware Provider (VSSHP).

### Explanation

It failed to retrieve the ETERNUS Disk storage system disk information. The ETERNUS VSS Hardware Provider (VSSHP) configuration is incorrect.

### Parameters

*serverName* : Backup server name

### System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and change the ETERNUS VSS Hardware Provider configuration. Then, re-execute the wizard.

Refer to "Prerequisites" in "Backup Using the Backup Wizard for Exchange Server" in the chapter "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on setting ETERNUS VSS Hardware Provider.

---

### esgui04014

Failed to set ETERNUS SF AdvancedCopy Manager of the Server *serverName*.

Please check ETERNUS SF Messages manual.

Error details: *msgID*

## Explanation

It failed to configure AdvancedCopy Manager on the server.

## Parameters

*serverName* : Server name

*msgID* : Error message of AdvancedCopy Manager

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard. Refer to [System administrator response] of the AdvancedCopy Manager error message, take the required action, and re-execute the wizard.

---

### esgui04015

Failed to create drive letter map file on the Backup Server (*serverName*).

File path : *filePath*

Please make sure a write access to the file/directory is available, or its attribute isn't set to read-only.

## Explanation

It failed to create a drive letter map file in the Backup server.

## Parameters

*serverName* : Backup server name

*filePath* : Path where the drive letter map file is located

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check the access privileges of the folder path for the drive letter map file on the backup server. Ensure that write-to access privileges are set.

Additionally, check that the drive letter map file access privileges are write-to and then re-execute the wizard.

---

### esgui04016

Failed to create the copy set file on the Mailbox Server (*serverName*).

Please check ETERNUS VSS Hardware Provider (VSSHP) installed correctly.

## Explanation

ETERNUS VSS Hardware Provider is not correctly installed in the Mailbox Server.

## Parameters

*serverName* : Mailbox Server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check whether the ETERNUS VSS Hardware Provider has been installed on the Mailbox Server. If not, install it and re-execute the wizard.

---

### esgui04017

Failed to check the copy set file on the Mailbox Server (*serverName*).  
Please check ETERNUS VSS Hardware Provider (VSSHP) installed correctly.

## Explanation

ETERNUS VSS Hardware Provider is not correctly installed in the Mailbox Server.

## Parameters

*serverName* : Mailbox Server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check whether the ETERNUS VSS Hardware Provider has been installed on the Mailbox Server.

If not, install it and re-execute the wizard.

If properly installed, refer to "Advanced Copy Status" in the *ETERNUS Web GUI User's Guide* to check whether there is a copy session. If there is a copy session, refer to "Stop Copy Session" in "Functions in the Action Area for Advanced Copy" to stop the copy session, and re-execute the wizard.

---

### esgui04018

Failed to register the copy set file to over ETERNUS VSS Hardware Provider (VSSHP) of the Mailbox Server (*serverName*).  
Please check ETERNUS VSS Hardware Provider (VSSHP) installed correctly.

## Explanation

ETERNUS VSS Hardware Provider is not correctly installed in the Mailbox Server.

## Parameters

*serverName* : Mailbox Server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check whether the ETERNUS VSS Hardware Provider has been installed on the Mailbox Server. If not, install it and re-execute the wizard.

---

### esgui04019

Failed to create backup execute script and backup delete script on the Mailbox Server (*serverName*).  
backup execute script : *execScript*  
backup delete script : *deleteScript*  
Please make sure a write access to the file/directory is available, or its attribute isn't set to read-only.

## Explanation

The processing which creates the backup execution script and backup deletion script on the Mailbox Server has failed.

## Parameters

*serverName* : Mailbox Server name

*execScript* : Path where the backup execute script is located

*deleteScript* : Path where the backup delete script is located

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check the access privileges of the folder path for the backup execution script and backup deletion script on the Mailbox Server.

Ensure that the access privileges are set to write-to, and re-execute the wizard.

---

## esgui04020

A communication error has occurred.

Unable to find Server (*serverName*). Please check the network settings.

IP address: *ipAddress*

## Explanation

A communication with the server failed.

## Parameters

*serverName* : Name of the server with the communication error

*ipAddress* : IP address of the server with the communication error

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check whether the communication daemon or communication service of the Managed Server and Management Server is running.  
If not, start it and continue the wizard operation.
- Check whether the port numbers for the Managed Server and the Management Server are correct.  
If not, cancel the wizard and re-install the ETERNUS SF Manager or Storage Cruiser's agent, then change the port numbers, and re-execute the wizard.  
Refer to the following chapters in the *ETERNUS SF Installation and Setup Guide* for information on which port numbers are required for communication with the Managed Server and the Management Server:
  - "Port number setting" in "Setup of Storage Cruiser's agent" in the chapter "Setup of ETERNUS SF Agent"
  - "Communications service 2" in the chapter "Installation of ETERNUS SF Manager"
- Check whether the port numbers of the Managed Server and the Management Server have been filtered using, for example, a firewall.  
If they have, cancel the wizard and clear the port filtering, and re-execute the wizard.
- Check whether the Managed Server IP address has been changed.  
If it has, cancel the wizard and change the IP address that is managed by the Manager (Refer to "Change the server information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.

---

## esgui04021

A communication error has occurred.

Unable to connect to the Server (*serverName*). Please check the network settings.

IP address: *ipAddress*

### Explanation

A communication with the server failed.

### Parameters

*serverName* : Name of the server with the communication error

*ipAddress* : IP address of the server with the communication error

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the communication daemon or communication service of the Managed Server and Management Server is running.  
If not, start it and continue the wizard operation.
- Check whether the port numbers for the Managed Server and the Management Server are correct.  
If not, cancel the wizard and re-install the ETERNUS SF Manager or Storage Cruiser's agent, then change the port numbers, and re-execute the wizard.  
Refer to the following chapters in the *ETERNUS SF Installation and Setup Guide* for information on which port numbers are required for communication with the Managed Server and the Management Server:
  - "Port number setting" in "Setup of Storage Cruiser's agent" in the chapter "Setup of ETERNUS SF Agent"
  - "Communications service 2" in the chapter "Installation of ETERNUS SF Manager"
- Check whether the port numbers of the Managed Server and the Management Server have been filtered using, for example, a firewall.  
If they have, cancel the wizard and clear the port filtering, and re-execute the wizard.
- Check whether the Managed Server IP address has been changed.  
If it has, cancel the wizard and change the IP address that is managed by the Manager (Refer to "Change the server information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.

---

## esgui04022

A communication error has occurred.

Failed to communicate with the Server (*serverName*). Please make sure that required software is installed.

IP address: *ipAddress*

### Explanation

A communication with the server failed.

### Parameters

*serverName* : Name of the server with the communication error

*ipAddress* : IP address of the server with the communication error

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Refer to the following chapters in the *ETERNUS SF Installation and Setup Guide*, and check whether the required software has been installed on the Managed Server.
  - "Essential software" in "Operating environment of AdvancedCopy Manager's agent" in the chapter "Operating Environment"
  - "Essential software" in "Operating environment of Storage Cruiser's agent" in the chapter "Operating Environment"

If not, install it and continue the wizard operation.

- Refer to the following chapter in the *ETERNUS SF Installation and Setup Guide*, and check whether the required software has been installed on the Management Server.
  - "Essential software" in "Operating environment of ETERNUS SF Manager" in the chapter "Operating Environment"

If not, install it and continue the wizard operation.

- Refer to the following chapter in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*, and check the Management Server environment and the Managed Server environment.
  - "Operating Environments" and "Prerequisites" in "Backup using the Backup Wizard for Exchange Server"

## esgui04023

A communication error has occurred.

Internal communications failure has occurred, the communication with the Server (*serverName*).

IP address: *ipAddress*

### Explanation

A communication with the server failed.

### Parameters

*serverName* : Name of the server with the communication error

*ipAddress* : IP address of the server with the communication error

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the installed AdvancedCopy Manager's agent and Storage Cruiser's agent are Version 15.2 or later. Execute the `stgxfwcmdisprv` command to check the version of AdvancedCopy Manager's agent. Check the version of Storage Cruiser's agent by the method mentioned in "To check the product version in Windows operating system" in the *ETERNUS SF Storage Cruiser Operation Guide*. In addition, refer to the following manuals to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and Exchange Server being used.
  - For using the Backup Wizard: "Required Software" in "Backup using the Backup Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*
  - For using the Restore Wizard: "Software Requirements" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide*
- If the Mailbox Server or backup server is a VM guest, check whether it is registered with the IP address of Management LAN. If it is not registered, delete the server as to the VM guest and then refer to "Virtual environments" in "Backup using the Backup Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to change the server registration and the server information. After that, re-execute the wizard.
- Check whether the communication daemon or communication service of the Managed Server and Management Server is running. If not, start it. In addition, refer to "Start and Stop" in "Backup using the Backup Wizard for Exchange Server" in the chapter "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to start the services of the AdvancedCopy Manager's agent and the Storage Cruiser's agent, and continue the wizard operation.

- Check whether the port numbers for the Managed Server and the Management Server are correct.  
If not, cancel the wizard and re-install ETERNUS SF Manager or Storage Cruiser's agent, then change the port numbers, and re-execute the wizard.  
Refer to the following chapters in the *ETERNUS SF Installation and Setup Guide* for information on which port numbers are required for communication with the Managed Server and the Management Server:
  - "Port number setting" in "Setup of Storage Cruiser's agent" in the chapter "Setup of ETERNUS SF Agent"
  - "Communications service 2" in the chapter "Installation of ETERNUS SF Manager"
- Check whether the port numbers of the Managed Server and the Management Server have been filtered using, for example, a firewall.  
If they have, cancel the wizard and clear the port filtering, and re-execute the wizard.
- Check whether the Managed Server IP address has been changed.  
If it has, cancel the wizard and change the IP address that is managed by the Manager (Refer to "Change the server information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.
- If version 15.2 Storage Cruiser's agent has been installed in the environment where version 15.3 or later AdvancedCopy Manager's agent is installed, execute the following command from the Command Prompt after installing Storage Cruiser's agent.

```
<AdvancedCopy Manager program directory>\Wizard\etc\aplinkINST.bat
```

Restart the Storage Cruiser's agent after executing the above command. Refer to "Starting and Stopping the Agent" in "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to start and stop the Storage Cruiser's agent.

If you still have a problem, collect the information required for troubleshooting as described in the following and contact a Fujitsu system engineer.

- Collect the information required for troubleshooting on the server running the ETERNUS SF Manager connected with the wizard (the Management Server).  
Refer to "Information for further investigation" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on collecting the information required for troubleshooting.
- On each of the following servers, execute the agentsnap and acmcapture commands to collect the further detailed information:
  - The server that was selected as the Mailbox Server  
(However, if this error has occurred before "**Select the Mailbox Server**" operation, there is no need to collect this data.)
  - The backup server that was selected automatically by the wizard  
(However, if this error has occurred before the backup server was selected automatically, there is no need to collect this data.)

Refer to "agentsnap (Troubleshooting information collection of Agent)" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command.

Refer to "acmcapture (AdvancedCopy Manager's agent troubleshooting data collection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the acmcapture command.

---

## esgui04024

There is an error in the volume configuration of the Database (*dbName*).  
Please check the volume configuration.

### Explanation

The backup source database volume configuration is invalid, or the volume configuration is not supported.

### Parameters

*dbName*: Database name

### System action

The system temporarily stops processing the wizard.



## System administrator response

Cancel the wizard and check whether the backup source database volume configuration is supported according to the following section in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*.

"Supported configurations" in "Backup Using the Backup Wizard for Exchange Server" in the chapter "Backup and Restore of Exchange Server Databases"

If the volume configuration is not supported, change it and re-execute the wizard.

---

### esgui04025

The same destination volume is selected. Please check the volume mapping information.

## Explanation

The specified backup destination volume is already mapped in another volume.

## System action

The system temporarily stops processing the wizard.

## System administrator response

Check the volume mapping information, select the backup destination volume again so that it is not mapped to another volume, and re-execute the wizard.

---

### esgui04026

Version of Exchange Server that is installed on the Mailbox Server (*mailboxServerName*) and the Backup Server (*backupServerName*) is different.

Please align the version of Exchange Server on each other.

Mailbox Server: *mailboxServerExchange Vers*

Backup Server: *backupServerExchange Vers*

## Explanation

The Exchange Server version on the Mailbox Server and backup server is different.

## Parameters

*mailboxServerName* : Mailbox Server name

*backupServerName* : Backup server name

*mailboxServerExchange Vers* : Exchange Server version in the Mailbox Server

*backupServerExchange Vers* : Exchange Server version in the Backup server

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in the ETERNUS SF Manager, and re-execute the wizard.
- Check whether the backup server that was configured for the ETERNUS VSS Hardware Provider on the selected server is the correct one.  
If it is not, cancel the wizard and configure a backup server that is the correct one for the ETERNUS VSS Hardware Provider, and re-execute the wizard.
- Check whether the Exchange Server version of the server that was selected (Mailbox Server) is correct.  
If not, install the correct Exchange Server version on the server that was selected (Mailbox Server). Then, re-execute the wizard.

- Check whether the correct Exchange Server version has been installed on the backup server that was configured for the ETERNUS VSS Hardware Provider.  
If not, install the correct Exchange Server version on the backup server, and re-execute the wizard.

---

## esgui04027

A communication error has occurred.  
It failed in the communication with the Server. (*serverName*).  
Please check ETERNUS SF Messages manual.  
Error details: *msgID*

### Explanation

A communication with the server failed.

### Parameters

*serverName* : Name of the server with the communication error  
*msgID* : Error message of AdvancedCopy Manager

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the communication daemon or communication service of the Managed Server and Management Server is running.  
If not, start it and continue the wizard operation.
- Check whether the port numbers for the Managed Server and the Management Server are correct.  
If not, cancel the wizard and re-install the ETERNUS SF Manager or Storage Cruiser's agent, then change the port numbers, and re-execute the wizard.  
Refer to the following chapters in the *ETERNUS SF Installation and Setup Guide* for information on which port numbers are required for communication with the Managed Server and the Management Server:
  - "Port number setting" in "Setup of Storage Cruiser's agent" in the chapter "Setup of ETERNUS SF Agent"
  - "Communications service 2" in the chapter "Installation of ETERNUS SF Manager"
- Check whether the port numbers of the Managed Server and the Management Server have been filtered using, for example, a firewall.  
If they have, cancel the wizard and clear the port filtering, and re-execute the wizard.
- Check whether the Managed Server IP address has been changed.  
If it has, cancel the wizard and change the IP address that is managed by the Manager (Refer to "Change the server information" in the *ETERNUS SF Web Console Guide* for information on changing the IP address), and re-execute the wizard.

---

## esgui04028

The copy pair of source / destination volume has already registered to ETERNUS SF AdvancedCopy Manager.  
Database: *dbName*  
Mailbox server: *mailboxServerName*  
Backup source volume: *srcVolumeName, srcDeviceName*  
Backup server: *backupServerName*  
Backup destination volume: *dstVolumeName, dstDeviceName*

### Explanation

The selected backup source volume or backup destination volume is registered for backup use in AdvancedCopy Manager.

### Parameters

*dbName* : Database name  
*mailboxServerName* : Mailbox Server name (\*1)

*srcVolumeName* : Backup source volume name (\*1, \*3)  
*srcDeviceName* : Backup source device name (\*1)  
*backupServerName* : Backup Server name (\*2)  
*dstVolumeName* : Backup destination volume name (\*2, \*3)  
*dstDeviceName* : Backup destination device name (\*2)

\*1: If only the backup destination volume is already registered in AdvancedCopy Manager as a copy pair, it is not displayed.

\*2: If only the backup source volume is already registered in AdvancedCopy Manager as a copy pair, it is not displayed.

\*3: You cannot use volume names for certain model ETERNUS Disk storage systems. Therefore, if a backup source volume exists in the ETERNUS Disk storage systems below, the volume name is not displayed.

- ETERNUS4000 models 300 and 500
- ETERNUS8000 models 700, 900, 1100 and 2100

### System action

The system temporarily stops processing the wizard.

### System administrator response

Check the volume that has been registered for backup use in AdvancedCopy Manager, and select the volume again so that the backup source volume and backup destination volume are not mapped to the volume that has already been registered. Alternatively, clear the volume that has been registered in AdvancedCopy Manager and then select the backup source volume and backup destination volume. Refer to "swsrpdevdisp\_exchange (Exchange device display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on checking the volume that has been registered for backup use in the AdvancedCopy Manager.

---

### esgui04029

Internal error occurred.  
Failed to execute command.

### Explanation

Internal error has occurred.

### System action

The system terminates processing of the wizard.

### System administrator response

Collect the information required for troubleshooting as described in the following and contact a Fujitsu system engineer.

- Collect detailed investigation information with the server running the ETERNUS SF Manager connected to the wizard (Management Server). Refer to "Information for further investigation" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to collect the further detailed information.
- On each of the following servers, execute the agentsnap and acmcapture commands to collect the further detailed information:
  - Mailbox Server
  - Backup server

Refer to "agentsnap (Troubleshooting information collection of Agent)" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the agentsnap command.

Refer to "acmcapture (AdvancedCopy Manager's agent troubleshooting data collection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the acmcapture command.

---

### esgui04030

Database is not found in the Mailbox Server (*serverName*).  
Please make sure the Database exists.

## Explanation

Exchange Server database is not found in the Mailbox Server.

## Parameters

*serverName* : Mailbox Server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Terminate the wizard, create a mailbox database or a public folder database in the Mailbox Server, and execute the wizard again. Refer to the Exchange Server manuals for information on creating a mailbox database or a public folder database.

---

## esgui04031

A mismatch exists in the volume information.  
Please restart the wizard after updating information on ETERNUS SF Database.

## Explanation

A mismatch exists in the volume information of the Mailbox Server.

## System action

The system temporarily stops processing the wizard.

## System administrator response

Terminate the wizard, refer to "Fetching device information on a Managed Server" in "Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to fetch device information, and execute the wizard again.

---

## esgui04032

The database (*dbName*) of volume (*volumeName*) uses unsupported ETERNUS Disk storage system.  
Please retry to select a database.

## Explanation

The volume in the unsupported ETERNUS Disk storage system is selected.

## Parameters

*dbName* : Database name  
*volumeName* : Backup source volume name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check the model name of ETERNUS Disk storage system in which the selected database is stored.  
If it is not correct, select the correct database, and continue the wizard operation,

Refer to "Display ETERNUS Disk storage system" in the *ETERNUS SF Web Console Guide* for information on checking the model name of ETERNUS Disk storage system.

---

## esgui04033

Exchange Server installed in the server (*serverName*) is unsupported version.  
Please confirm the version of installed Exchange Server.

## Explanation

An unsupported version of Exchange Server is installed in the selected server, or the server that was selected is not the correct one.

## Parameters

*serverName* : Mailbox Server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Perform the following troubleshooting actions:

- Check whether the server that was selected is the correct one.  
If it is not, select the correct one and continue the wizard operation.  
If the correct server was not displayed in the list, cancel the wizard and register the correct server in the ETERNUS SF Manager, and re-execute the wizard.
- Check the version of Exchange Server installed in the selected server.  
If out of the extent of support, cancel the wizard and install Exchange Server that is within the extent of support, and re-execute the wizard.  
Refer to "Required Software" in "Backup using the Backup Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the version of Exchange Server supported by this product.

---

## esgui04034

Database cannot be backed up because non-supported characters are included in the database name (*dbName*).

## Explanation

Non-supported characters are included in the selected database name, so the processing cannot continue.

## Parameters

*dbName* : Database name containing non-supported characters

## System action

The system temporarily stops processing the wizard.

## System administrator response

Stop the wizard and change the database name to a database name that does not contain non-supported characters \* ? : < > | &. Then, re-execute the wizard.

---

## esgui04050

Failure to retrieve required service(*serviceName*) information on *serverName*. Make sure whether AdvancedCopy Manager's agent is installed.

## Explanation

The AdvancedCopy Manager COM service is not started on the Mailbox Server or backup server.

## Parameters

*serverName* : Mailbox Server name or backup server name

*serviceName* : AdvancedCopy Manager COM service name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard, start the AdvancedCopy Manager COM service on the Mailbox Server or backup server, and re-execute the wizard.

---

## esgui04051

Failure to retrieve required service(*serviceName*) information on *serverName*. Make sure whether ETERNUS VSS Hardware Provider is installed.

### Explanation

The ETERNUS VSS Hardware Provider service is not started on the Mailbox Server or backup server.

### Parameters

*serverName* : Mailbox Server name or backup server name  
*serviceName* : ETERNUS VSS Hardware Provider service name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Cancel the wizard, start the ETERNUS VSS Hardware Provider service on the Mailbox Server or backup server, and re-execute the wizard.

---

## esgui04052

Directory(*dirName*) is not found on *serverName*.

### Explanation

The existence of the directory could not be confirmed on the server.

### Parameters

*serverName* : Server name  
*dirName* : Directory name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Perform the following troubleshooting actions:

- Check whether the correct Mailbox Server is selected. If not, select the correct server and continue wizard operations.
- If the database for restore has never been backed up, perform the backup and re-execute the wizard.
- Refer to "Restore Environment Check" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to check whether the environment is correct. If there is an error in the environment, execute the wizard in the correct environment.

---

## esgui04053

Invalid access privilege to directory(*dirName*) on *serverName*. Make sure of read/write permissions to the directory.

### Explanation

Processing cannot be continued because the access privilege of the directory is incorrect.

### Parameters

*serverName* : Server name  
*dirName* : Directory name

### System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check the access privilege of *dirName* directory. If the read and write privileges are not set, change the access privileges to enable both and re-execute the wizard.

---

### esgui04054

No metadata document is found in Backup Server(*serverName*). Make sure that metadata documents are stored in directory(*dirName*).

## Explanation

Processing cannot be continued because the metadata documents required for performing the restore do not exist in the directory in the backup server.

## Parameters

*serverName* : Backup server name

*dirName* : Directory name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check that metadata documents are stored in *dirName* directory. In addition, perform the backup if you have never backed up the target database and re-execute the wizard.

Refer to "Backing up databases" in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the metadata documents.

---

### esgui04055

AdvancedCopy Manager command caused error.

server name : *serverName*

command : *commandLine*

errorcode : *errCode*

## Explanation

An error occurred during the AdvancedCopy Manager command execution.

## Parameters

*serverName* : Server name

*commandLine* : Executed AdvancedCopy Manager command line

*errCode* : Message ID starting with "swsrp" or "swst" among the error context returned by the AdvancedCopy Manager command.

## System action

The system temporarily stops processing the wizard or terminates processing of it.

## System administrator response

- "swsrpdevdisp\_exchange" is shown in *commandLine*:

Refer to "Restore Environment Check" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to check whether the environment is correct.

If there is an error in the environment, execute the wizard in the correct environment.

If the environment is correct, cancel the wizard and follow the [System administrator response] for the message ID shown in *errCode*, and re-execute the wizard.

- Character strings other than "swsrpdevdisp\_exchange" are shown in *commandLine*:

Cancel the wizard and follow the [System administrator response] for the message ID shown in *errCode*, and re-execute the wizard.

---

## esgui04056

Exchange backup information is not registered in selected Mailbox Server(*serverName*).

### Explanation

The Exchange database information is not registered into the AdvancedCopy Manager's agent on the selected Mailbox Server.

### Parameters

*serverName* : Mailbox Server name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Cancel the wizard and refer to "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to perform the backup configuration for the Exchange database.

---

## esgui04057

Error occurred due to validity check of log files.

server name : *serverName*

command : Eseutil /ml *fileName*

errorcode : *errCode*

### Explanation

An error occurred due to validity check of log files by the Eseutil command.

### Parameters

*serverName* : Server name

*fileName* : Log file name

*errCode* : Error code returned from the Eseutil command

### System action

The system temporarily stops processing the wizard.

### System administrator response

Cancel the wizard and research the environment in response to the error code shown in *errCode*.

---

## esgui04058

No database that meets restore execution conditions is found in selected Mailbox Server(*serverName*).

### Explanation

No database that can be performed the restore is found in the Mailbox Server.

### Parameters

*serverName* : Mailbox Server name

### System action

The system temporarily stops processing the wizard.

### System administrator response

Stop the wizard and investigate based on the following:

- Are backup settings for the Exchange Server database to be restored complete?
- Has backup been executed?



- Have metadata documents been collected?
- Has the Exchange Server database to be restored been dismounted?

---

## esgui04059

Advanced Copy is running. Retry after Advanced Copy is completed.

server name : *serverName*

database name : *dbName*

volume name : *volumeName, deviceName*

### Explanation

Advanced Copy is running for the volume of the selected database.

### Parameters

*serverName* : Server name

*dbName* : Name of database that failed to restore

*volumeName* : Name of volume that failed to restore

*deviceName* : Name of device that failed to restore

### System action

The system terminates processing.

### System administrator response

Monitor the Advanced Copy status of the target volume executing the `swsrpstat` command (with the `-L` option). Confirm that Advanced Copy is complete and then re-execute the wizard.

---

## esgui04060

Failure to activate database(*dbName*).

server name : *serverName*

command : *commandLine*

### Explanation

It failed to activate the selected database.

### Parameters

*dbName* : Name of database that failed to activate

*serverName* : Server name

*commandLine* : Executed Exchange command line

### System action

The system terminates processing.

### System administrator response

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review the "Operating Environment" in the *ETERNUS SF Installation and Setup Guide* and Exchange Server documents, and remove the source of the load.
- Refer to "Preparations" and "Supported Configurations" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to review the prerequisite conditions for restore.
- Perform the following operations for restore of passive databases:
  1. Perform the following operations using the Exchange Management Console (for Exchange Server 2010) or Exchange Management Center (for Exchange Server 2013).
    - a. Activate the database.

- b. Dismount the database.
  2. Re-execute the wizard.
- 

## esgui04061

Failure to delete database copy of *dbName*.  
server name : *serverName*  
command : *commandLine*

### Explanation

It failed to delete the database copy of the selected database.

### Parameters

*dbName* : Name of database that failed to delete the database copy  
*serverName* : Server name  
*commandLine* : Executed Exchange command line

### System action

The system terminates processing.

### System administrator response

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review the "Operating Environment" in the *ETERNUS SF Installation and Setup Guide* and Exchange Server documents, and remove the source of the load.
- Refer to "Preparations" and "Supported Configurations" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to review the prerequisite conditions for restore.
- Perform the following operations for restore of passive databases:
  1. Perform the following operations using the Exchange Management Console (for Exchange Server 2010) or Exchange Management Center (for Exchange Server 2013).
    - a. Delete passive database copy.
    - b. Dismount the database.
  2. Re-execute the wizard.

---

## esgui04062

Failure to dismount database(*dbName*).  
server name : *serverName*  
command : *commandLine*

### Explanation

It failed to dismount the selected database.

### Parameters

*dbName* : Name of database that failed to dismount the database  
*serverName* : Server name  
*commandLine* : Executed Exchange command line

### System action

The system terminates processing.

### System administrator response

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review the "Operating Environment" in the *ETERNUS SF Installation and Setup Guide* and Exchange Server documents, and remove the source of the load.
- Refer to "Preparations" and "Supported Configurations" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to review the prerequisite conditions for restore.
- Perform the following operations for restore of passive databases:
  1. Perform the following operations using the Exchange Management Console (for Exchange Server 2010) or Exchange Management Center (for Exchange Server 2013).
    - a. Activate the database.
    - b. Dismount the database.
  2. Re-execute the wizard.

---

### esgui04063

Failure to permit to overwrite database(*dbName*).

server name : *serverName*

command : *commandLine*

#### Explanation

It failed to permit to overwrite the selected database.

#### Parameters

*dbName* : Name of database that failed to permit to overwrite

*serverName* : Server name

*commandLine* : Executed Exchange command line

#### System action

The system terminates processing.

#### System administrator response

Perform the following troubleshooting actions:

- Exchange environment may be experiencing a heavy load. Review the "Operating Environment" in the *ETERNUS SF Installation and Setup Guide* and Exchange Server documents, and remove the source of the load.
- Refer to "Preparations" and "Supported Configurations" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to review the prerequisite conditions for restore.
- Perform the following operations for restore of passive databases:
  1. Perform the following operation using the Exchange Management Console (for Exchange Server 2010) or Exchange Management Center (for Exchange Server 2013).
    - Permit to database overwrite.
  2. Re-execute the wizard.

---

### esgui04064

Failure to execute restore.

server name : *serverName*

command : *swsrpvssrestore\_exchange restoreType -database dbName*

errorcode : *errCode*

#### Explanation

It failed to execute the restore.

## Parameters

*serverName* : Server name

*restoreType* : Restore method

*dbName* : Name of database that failed to restore

*errCode* : Message ID starting with "swsrp" or "swst" among the error context returned by the AdvancedCopy Manager command.

## System action

The system terminates processing.

## System administrator response

Perform the following troubleshooting actions:

- Refer to "Preparations" and "Supported Configurations" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide* to review the prerequisite conditions for restore.
- Follow the [System administrator response] for the message ID shown in *errCode*.

Re-execute the wizard after performing the above operations.

---

## esgui04065

Failure to delete checkpoint file(*fileName*) in Mailbox Server(*serverName*).

## Explanation

It failed to delete the checkpoint file after performing the roll-forward restoration.

## Parameters

*serverName* : Server name

*fileName* : Checkpoint file name

## System action

The system terminates processing.

## System administrator response

Delete the checkpoint file and refer to "Mounting the database" in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to mount the database.

If it fails to mount it, check the configuration at the time of both when the backup was performed and when the restore was performed.

---

## esgui04066

Failure to mount database(*dbName*).

server name : *serverName*

command : *commandLine*

## Explanation

It failed to mount the database after performing the restore.

## Parameters

*dbName* : Name of database that failed to mount

*serverName* : Server name

*commandLine* : Executed Exchange command line

## System action

The system terminates processing.

## System administrator response

Refer to "Mounting the database" in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to mount the database.

If it fails to mount it, check the status of the backup destination volume.

---

### esgui04067

A database being restored exists. Retry after the restore is completed.

## Explanation

Since a database being restored already exists, the restore cannot be performed.

## System action

The system terminates processing.

## System administrator response

Check the restore processing status with the Job Status pane of Web Console. Re-execute the wizard after completing the restore processing.

---

### esgui04068

The version of Exchange Server installed in Backup Server(*serverName*) is not supported. Check the version of installed Exchange Server.

## Explanation

Processing cannot be continued because the unsupported version of Exchange Server is installed on the backup server.

## Parameters

*serverName* : Backup server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Refer to "Software requirements" in the *ETERNUS SF AdvancedCopy Manager Operation Guide for Restore Option* for information on the Exchange Server version supported by this product.

---

### esgui04069

Failure to restore database(*dbName*) in Mailbox Server(*mailboxServerName*) because no metadata document file is found.

Backup Server name : *backupServerName*

writer metadata document : *writerDocName*

backup component document : *backupCompoDocName*

## Explanation

The restore processing cannot be continued because the metadata documents required for performing the restore do not exist on the backup server.

## Parameters

*mailboxServerName* : Mailbox Server name

*dbName* : Name of database that failed to restore

*backupServerName* : Name of backup server corresponding selected Mailbox Server

*writerDocName* : Writer metadata document name

*backupCompoDocName* : Backup component document name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### esgui04070

The version of AdvancedCopy Manager's agent installed in Server(*serverName*) is not supported. Check the version of installed AdvancedCopy Manager's agent.

## Explanation

Processing cannot be continued because this product does not support the version of installed AdvancedCopy Manager's agent.

## Parameters

*serverName* : Server name

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and check the version of the AdvancedCopy Manager's agent that is installed on *serverName*.

In addition, refer to the following manuals to check whether the installed AdvancedCopy Manager's agent supports the version of Windows and Exchange Server being used.

- For using the Backup Wizard:  
"Required Software" in "Backup using the Backup Wizard for Exchange Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*
- For using the Restore Wizard:  
"Software Requirements" in the *ETERNUS SF AdvancedCopy Manager for Exchange Server Operation Guide*

---

### esgui04071

Failure to restore because required License has not been registered.

ETERNUS : *storageName*

database name : *dbName*

## Explanation

Processing cannot be continued because the license is not registered for the target storage device *storageName*.

## Parameters

*storageName* : Storage device name

*dbName* : Name of database that was selected in the **Select of Mailbox Database** page

## System action

The system temporarily stops processing the wizard.

## System administrator response

Cancel the wizard and register the license for the storage device *storageName*.

---

### esgui04072

User authentication failed.

domain name : *domainName*

user name : *userName*

## Explanation

User authentication failed because the domain name, user name, or password is incorrect.

## Parameters

*domainName* : Domain name that failed to authenticate

*userName* : User name that failed to authenticate

## System action

The system terminates processing.

## System administrator response

Check the domain name, user name, and password.

Also, make sure that the specified user name belongs to the Exchanger Server management role group "Organization Management" and Domain Admins.

---

## esgui04073

Failure to stop the service(*serviceName*) on *serverName*.

## Explanation

The restore processing cannot be continued because the service could not be stopped.

## Parameters

*serverName* : Server name

*serviceName* : Name of service that failed to stop

## System action

The system terminates processing.

## System administrator response

Check the server environment and re-execute the wizard.

---

## esgui04074

Failure to start the service(*serviceName*) on *serverName*.

## Explanation

The restore processing cannot be continued because the service could not be started.

## Parameters

*serverName* : Server name

*serviceName* : Name of service that failed to start

## System action

The system terminates processing.

## System administrator response

Perform the following troubleshooting actions:

- "HostControllerService" is shown in *serviceName*:

Check the server environment, start the Microsoft Exchange Search Host Controller manually, and re-execute the wizard.

- For all other services is shown in *serviceName*:

Check the server environment, start the service *serviceName* manually, and re-execute the wizard.

---

## esgui04075

Failure to mount database(*dbName*) before activate mailbox database copy.

server name : *serverName*

command : *commandLine*

### Explanation

It failed to mount the database before activating the database copy that exists on the server.

### Parameters

*dbName* : Name of database that failed to mount

*serverName* : Server name

*commandLine* : Executed Exchange command line

### System action

The system terminates processing.

### System administrator response

Activate the database copy on the restore target server manually and re-execute the wizard.

---

## esgui04076

Replication volume information(*volumeName*) is not found.

server name : *serverName*

command : *commandLine*

### Explanation

One of the following has occurred:

- Shadow copy status and replication volume data do not match.
- Backup is being performed with unsupported configurations.

### Parameters

*volumeName* : Replication source volume

*serverName* : Server name

*commandLine* : Executed AdvancedCopy Manager command line

### System action

The system terminates processing.

### System administrator response

Refer to "Restoration" in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to restore manually.



## Chapter 8 Messages of FJSVrcx prefix

---

### FJSVrcx:INFO:21105:serverName:server node status is changed to status

#### Explanation

The state of the managed server node *serverName* has been changed to *status*.  
The *status* contains the following states: "normal", "stop", and "unknown".

#### System administrator response

Check the state *status* of the managed server node *serverName*. If the state shown is not "normal", locate the fault using the Web Console. Refer to "Maintenance of Devices to be Managed" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

---

### FJSVrcx:INFO:21111:serverName:server registration succeeded

#### Explanation

Registration of the managed server node *serverName* has been completed.

#### System administrator response

No response is required.

---

### FJSVrcx:INFO:21113:serviceName:status is changed to status

#### Explanation

The state of the service *serviceName* has been changed to *status*.  
The *status* contains the following states: "normal", "stop", and "unknown".

#### System administrator response

No response is required.

---

### FJSVrcx:INFO:21115:site manager started

#### Explanation

The Manager has been started.

#### System administrator response

No response is required.

---

### FJSVrcx:INFO:21121:site manager stopped.

#### Explanation

The Manager has been started.

#### System administrator response

No response is required.

---

### FJSVrcx:INFO:27700:command:primary node setup completed

#### Explanation

The cluster setup on the primary node ended normally.

#### System administrator response

Proceed to the next operation according to the cluster environment configuration procedure.

---

### FJSVrcx:INFO:27701:command:secondary node setup completed

#### Explanation

The cluster setup on the secondary node ended normally.

#### System administrator response

Proceed to the next operation according to the cluster environment configuration procedure.

---

#### **FJSVrcx:INFO:27702:command:primary node deletion completed**

#### Explanation

The cluster deletion on the primary node ended normally.

#### System administrator response

Proceed to the next operation according to the cluster environment configuration procedure.

---

#### **FJSVrcx:INFO:27703:command:secondary node deletion completed**

#### Explanation

The cluster deletion on the secondary node ended normally.

#### System administrator response

Proceed to the next operation according to the cluster environment configuration procedure.

---

#### **FJSVrcx:INFO:27733:command:canceled**

#### Explanation

The command was canceled.

#### System administrator response

No response is required.

---

#### **FJSVrcx:INFO:27751:command:cluster deletion (erase shared disk data) completed**

#### Explanation

The shared disk data deletion was completed.

#### System administrator response

If any node where the cluster environment is not deleted exists, delete the cluster environment in force mode (using -f when executing rcx\_clunsetup). After the deletion is completed, uninstall the Manager.

---

#### **FJSVrcx:INFO:27753:command:cluster deletion (force mode) completed**

#### Explanation

The cluster unsetup in force mode was completed.

#### System administrator response

Uninstall the Manager.

---

#### **FJSVrcx:INFO:27800:command:The command was canceled.**

#### Explanation

The *command* was canceled.  
The "rcxcert" is displayed for *command*.

#### System administrator response

No response is required.

---

**FJSVrcx:INFO:27801:command:The command was successfully completed.**

Explanation

The *command* terminated normally.  
The "rcxcert" is displayed for *command*.

System administrator response

No response is required.

---

**FJSVrcx:INFO:27802:command:CLI crypt key successfully changed**

Explanation

The CLI encrypted password key has successfully been changed through use of the *command*.  
The "rcxcert" is displayed for *command*.

System administrator response

No response is required.

---

**FJSVrcx:INFO:27804:commandName:The command was successfully completed.**

Explanation

The *commandName* was successfully completed.

System administrator response

No response is required.

---

**FJSVrcx:INFO:29101: test event generated**

Explanation

A test report trap was issued.

System administrator response

No response is required.

---

**FJSVrcx:INFO:29301:ServerRM daemon started.**

Explanation

ServerRM daemon has been started.

System administrator response

No response is required.

---

**FJSVrcx:INFO:29302:ServerRM daemon terminated.**

Explanation

ServerRM daemon has been stopped.

System administrator response

No response is required.

---

**FJSVrcx:INFO:29303:SNMPTrap daemon started.**

Explanation

SNMP trap daemon has been started.

#### System administrator response

No response is required.

---

#### **FJSVrcx:INFO:29304:SNMPTrap daemon terminated.**

#### Explanation

SNMP trap daemon has been stopped.

#### System administrator response

No response is required.

---

#### **29901: A test event was generated. After a while, the following message will appear in the Event Log View. FJSVrcx:INFO:29101:test event generated**

#### Explanation

The message indicates that a test event was executed.

#### System administrator response

No response is required.

---

#### **29912: LED is on.**

#### Explanation

This message indicates that the LED for specifying a device is on.

#### System administrator response

No response is required.

---

#### **29913: LED is off.**

#### Explanation

This message indicates that the LED for specifying a device is off.

#### System administrator response

No response is required.

If the LED is already on or blinking due to an operation other than the LED turning on operation, the LED may not turn off when it is returned to its original status.

---

#### **FJSVrcx:WARNING:41105:failed to get the server information from *serverName***

#### Explanation

Server node configuration and state cannot be acquired from the managed server node *serverName*.

The server node *serverName* may have be in one of the following states.

- a. There is a problem with the network environment between the Management Server and the server node *serverName*.
- b. The server node *serverName* is not powered on.
- c. The agent daemon for the server node *serverName* has stopped.

#### System administrator response

Choose one of the following corrective actions:

- For a.

Check the network environment.

- For b.

Power on the server node *serverName*.

- For c.

- When the server node *serverName* is a managed server node, start the agent daemon. Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on starting the agent.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:WARNING:41106:failed to get the storage information**

#### Explanation

Storage configuration information and state cannot be acquired.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:WARNING:41109:failed to get the information of category**

#### Explanation

Acquisition of the information failed.  
The internal information is displayed for *category*.

#### System administrator response

Restart the Manager.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:WARNING:41303:serverName:server node status is changed to status**

#### Explanation

The state of the managed server node *serverName* has been changed to *status*.  
The "warning" is displayed for *status*.

#### System administrator response

Locate the fault using the Web Console. Refer to "Maintenance of Devices to be Managed" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

---

### **FJSVrcx:WARNING:47101:command:fileName:permission denied**

#### Explanation

Access permission for the file *filename* has not been configured.

#### System administrator response

Change the owner, the owning group, and access authority of the file.

---

### **FJSVrcx:WARNING:47102:command:fileName:insecure permission**

#### Explanation

Access authority exists for someone other than the owner of *fileName*. There is no problem with processing, but in some cases there may be security problems.

#### System administrator response

Invalidate all access authority for the file other than the owner's.

---

**FJSVrcx:WARNING:47103:command:fileName:invalid file format****Explanation**

The format of *fileName* is invalid.

**System administrator response**

Delete the file.

---

**FJSVrcx:WARNING:47104:command:fileName:invalid file type****Explanation**

The file type of *fileName* is invalid.

**System administrator response**

Delete the file.

---

**FJSVrcx:WARNING:47752:command:cluster deletion (force mode) completed excluding erase shared disk data****Explanation**

Except for shared disk data deletion, the cluster unsetup in force mode was completed.

**System administrator response**

Check that the shared disk is accessible then delete shared disk data (using `rcx_clunsetup` with `-e MountPoint`).

---

**49804: Failed to get the configuration information from the managed server node. Wait a while and try the operation again.****Explanation**

Configuration information could not be acquired from the managed server node as it is currently executing another process.

**System administrator response**

After waiting a short time, re-execute the command.

---

**49805: Displayed information may be old. Wait a while and try to refresh window.****Explanation**

Server configuration information could not be acquired from the managed server node as it is currently executing another process.

**System administrator response**

Wait and then update to the latest information. To update, click **Refresh** in the screen upper right of the Web Console.

---

**49806: Cannot execute to recover from failed state. Wait a while and try the operation again.****Explanation**

Recovery from failed state could not be performed for the managed server node as it is currently executing another process.

**System administrator response**

Wait and then attempt recovery from failed state again.

---

**49808: The specified managed server node not found.****Explanation**

There is a chance the managed server node is being registered or has been deleted.

## System administrator response

Check if the server is displayed on the Web Console.

When not displayed the server is currently being deleted.

When displayed, update to the latest information. To update, click **Refresh** in the screen upper right of the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **49851: Loading of plugin failed. Please make sure that the plugin is correctly installed.**

### Explanation

This message notifies users that reading of a plugin for the Web Console failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **49852: Loading of *plug-in* failed. Please make sure that the plugin is correctly installed.**

### Explanation

This message notifies users that reading of a plug-in for the Web Console failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **49853: Loading of *plug-in* (Version: *version*) failed. Please make sure that the plugin is correctly installed.**

### Explanation

This message notifies users that reading of a plug-in for the Web Console failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **49854: Loading of the resource file (path:*pathName*) failed.**

### Explanation

This message notifies users that reading of a resource handling file for a plug-in for the Web Console failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **49855: Loading of machine dependency file failed.**

## Explanation

Either the content of the definition file for the type of machine was wrong, or reading of the definition file failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **49901: Illegal data found in input.** **detail information**

### Explanation

This message indicates that an illegal character was included in the input data.

### System administrator response

Confirm the contents shown in *detailed information* and enter data again.

---

## **49912: Are you sure you want to delete the selected device information?**

### Explanation

This is a confirmation message for deletion of device information.

### System administrator response

To delete the device information, click **OK**.

Otherwise, click **Cancel**.

---

## **49915: Registration failed. This device name has already been registered.**

### Explanation

This message indicates that the input name is already being used.

### System administrator response

Change the input name to another one.

---

## **49919: The device selected with "Device Selection" has already been registered.**

### Explanation

This message indicates that the selected device is already registered.

### System administrator response

Select another device with **Device Selection**.

---

## **FJSVrcx:ERROR:61102:command:already running**

### Explanation

Startup of the Manager failed because it has already been started.

The following is displayed for *command*:

- a. When startup of the Manager failed

The "managerctl" is displayed.

### System administrator response

Take corrective action according to *command*.



- For a.

If the Manager was restarted, stop it and start it again.

If it was not restarted, continue operation.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on stopping or starting the Manager.

---

### **FJSVrcx:ERROR:61104:command:failed to start mgrName. code=%1**

#### Explanation

Startup of the Manager failed because it has already been started.

The following is displayed for *mgrName* and *command*:

- a. When startup of the Manager failed,

*command*

The "managerctl" is displayed.

*mgrName*

The "site manager" is displayed.

For code=%1, the exit code of *command* is displayed.

#### System administrator response

Choose one of the following corrective actions:

- For a.

Restart the Manager. Stop it and start it again.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on stopping or starting the Manager.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:61105:command:obj:not mounted on a shared disk**

#### Explanation

The mount point *obj* is not mounted on a shared disk.

The command name is displayed for *command*.

#### System administrator response

If the Management Server is operating in a clustered system, mount the file system on a shared disk.

---

### **FJSVrcx:ERROR:61111:failed to start site manager. code=%1**

#### Explanation

code=%1 disabled the Manager startup.

Either of the following is shown in %1:

- a. Initialization failure

Initialization of the Manager has not been completed.

- b. internal error

An internal error has occurred.

#### System administrator response

Choose one of the following corrective actions:

- For a.

Wait a couple of minutes, and update the screen of the Web Console. To update, click **Refresh** in the screen upper right of the Web Console.

- For b.

Restart the Manager. Stop then start the Manager again.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on stopping or starting the Manager.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:61112:failed to get the site manager information due to %1**

### Explanation

Due to code=%1 Manager information could not be obtained.

Either of the following is shown in %1:

- a. Initialization failure

Initialization of the Manager has not been completed.

- b. internal error

An internal error has occurred.

### System administrator response

Choose one of the following corrective actions:

- For a.

Wait a couple of minutes, and update the screen of the Web Console. To update, click **Refresh** in the screen upper right of the Web Console.

- For b.

Update the screen of the Web Console.

If the error occurs again after updating the window again, restart the Manager. Stop then start the Manager again.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on stopping or starting the Manager.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:61121:serverName:server node status is changed to status**

### Explanation

The state of the managed server node *serverName* has been changed to *status*.

The "error" or "fatal" is displayed for *status*.

### System administrator response

Locate the fault using the Web Console.

Refer to "Maintenance of Devices to be Managed" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

---

## **FJSVrcx:ERROR:61122:serviceName:status is changed to status**

### Explanation

The state of the service *serviceName* has been changed to *status*.

The "error" is displayed for *status*.

## System administrator response

Locate the fault using the Web Console.

Refer to "Maintenance of Devices to be Managed" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

---

### **FJSVrcx:ERROR:61130:stopping of site manager failed**

#### Explanation

It failed to stop the Manager.

#### System administrator response

Stop the Manager once again.

If the same message is displayed, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:61131:site manager terminated abnormally**

#### Explanation

The Manager stopped abnormally.

#### System administrator response

Restart the Manager after checking that a startup IP address of the monitored agent is set correctly.

If a startup IP address of the monitored agent is not set correctly, reset it by referring to the following manual:

"setagtip (Agent information change command)" in the *ETERNUS SF Storage Cruiser Operation Guide*

If the same message is displayed, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:62000:command:Unexpected Error occurred.**

#### Explanation

An expected error occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:62001:command:Internal Program Error occurred.**

#### Explanation

An internal error has occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:62002:command:Communication error occurred. (node)**

#### Explanation

An error has occurred during communication between the Manager and managed server node *node*. Sometimes the *node* is not displayed.

#### System administrator response

Check if there is a problem with the network environment.

---

**FJSVrcx:ERROR:62005:command:The node is not registered. node****Explanation**

The server node has not been registered.

**System administrator response**

Register the server node then execute the command again.

---

**FJSVrcx:ERROR:62006:command:There is(are) the device(s) of abnormal status. node****Explanation**

Internal devices (such as hardware) of the node are in abnormal state. Sometimes the *node* is not displayed.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:62010:command:management database access error****Explanation**

An error has occurred during operation of the management database.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:62012:command:The management database is inconsistent.****Explanation**

The management database data is inconsistent, so the process has stopped.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:62062: The setup to storage was interrupted.  
An error occurred in processing request to storage.****Explanation**

Storage setting failed, because an error occurred during processing.

**System administrator response**

Check the device and status of the server managing it, and make sure there are no problems.  
If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:62063:failed to change storage setting.****Explanation**

Storage could not be configured.

**System administrator response**

Check the device and status of the server managing it, and make sure there are no problems.  
If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a

Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:62064:Storage Configuration error detected.**

#### Explanation

Storage configuration error was detected in the acquisition of storage information.

#### System administrator response

Check the device and status of the server managing it, and make sure there are no problems.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **65509: An unrecoverable error occurred.**

#### Explanation

An I/O error has occurred, or command execution failed.

#### System administrator response

Check that there is enough free disk space on the Management Server, and network is properly connected. Then, perform the operation again. If the same error occurs, contact a Fujitsu system engineer.

---

### **65510: Failed in registration due to internal contradiction.**

#### Explanation

An I/O error has occurred, or command execution failed.

#### System administrator response

Check that there is enough free disk space on the Management Server, and network is properly connected. Then, perform the operation again. If the same error occurs, contact a Fujitsu system engineer.

---

### **65514: Failed to refresh screen due to failure of communication with admin server.**

#### Explanation

Connection to the Management Server was attempted, but failed.

The Web Console might not be providing the latest information.

#### System administrator response

Check the following, remove the cause of the problem and perform the operation again:

- If the Manager has stopped, start it using the `rcxmgrctl` command.  
Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.
  - Check if there is a problem with the network environment between the Web Console and Management Server. For example, if a cable is disconnected from the LAN connector, connect it.
- 

### **65515: Failed to refresh screen due to failure of getting information from admin server.**

#### Explanation

The latest information could not be acquired from the Management Server to update the information on the Web Console. An error might have occurred in the Management Server.

#### System administrator response

Restart the Manager. To restart the Manager, stop the Manager first.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on stopping or starting the Manager.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65518: Failed to execute *productName*, since *productName* is not installed.**

**Explanation**

Failed in calling product *productName* as it has not been installed.

**System administrator response**

Install the product *productName*.

---

**65519: Failed to execute *productName*.**

**Explanation**

Calling the product *productName* failed.

**System administrator response**

A problem might have occurred in the Web Console.

Check if the operating system using the Web Console has enough memory and disk capacity, and reserve enough resources if necessary.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65522: Invalid character specified. Change (*itemName*).**

**Explanation**

Invalid characters were specified for the setting item *itemName*.

The event name, message pattern, or command is displayed for *itemName*.

**System administrator response**

Use valid characters for the setting item *itemName*, and perform the operation again.

---

**65523: Required parameter not specified. Enter (*itemName*).**

**Explanation**

No values were specified for the setting item *itemName*.

The event name, message pattern, or command is displayed for *itemName*.

**System administrator response**

Input valid characters for the setting item *itemName*, and perform the operation again.

---

**65524: Not privileged.**

**Explanation**

Authorized user access authority is required.

**System administrator response**

Log in to the account using authorized user access authority.

---

**65583: Remote command terminated abnormally.**

**Explanation**

The remote command terminated abnormally because operation from the Web Console failed.

**System administrator response**

Check the detailed information and take corrective action.

---

### 65584: Failed to execute remote command.

#### Explanation

The Web Console failed to operate the Management Server because they are not connected to each other, or command execution failed on the Management Server.

#### System administrator response

The Web Console might not be connected to the Management Server or in a state where it cannot communicate. Check the following, remove the cause of the problem, and execute the command again.

- Check if the network environment allows for the connection between the Management Server and Web Console.
- Update the screen of Web Console, and check if the resource is displayed.  
To update, click **Refresh** in the screen upper right of the Web Console.
- Restart the Web Console and operate again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 65585: Preprocessing of remote command execution failed.

#### Explanation

The Web Console failed to operate the Management Server because the command (CLI) execution was not allowed on the Management Server.

#### System administrator response

The Web Console might not be connected to the Management Server or in a state where it cannot communicate. Check the following, remove the cause of the problem, and execute the command again.

- Check if the network environment allows for the connection between the Management Server and Web Console.
- Restart the Web Console and execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 65605: Failed to register managed server node.

#### Explanation

The managed server node cannot be registered.

#### System administrator response

Check the message number in the detailed information, and refer to its message explanation.

---

### 65606: Failed to delete managed server node.

#### Explanation

The managed server node cannot be deleted.

#### System administrator response

Check the message number in the detailed information, and refer to its message explanation.

---

### 65800: The password is incorrect. check your password, then try again.

#### Explanation

Password specified for account registration is incorrect.

#### System administrator response

Check the password and password confirmation. Then, repeat registration.

---

#### **65801: A registration password or check password is not provided.**

##### Explanation

Registration of an account was executed without a password or password confirmation having been entered.

#### System administrator response

Specify the password and password confirmation. Then, register the account again.

---

#### **65802: User name is not provided.**

##### Explanation

User name has not been entered.

#### System administrator response

Specify the user name, and register the account again.

---

#### **65803: the password provided is incorrect. check your password, then try again.**

##### Explanation

The current password used to change the password for account management is incorrect. Check the password then enter the correct one.

#### System administrator response

Specify the correct password for the account.

---

#### **65804: A blank character cannot be used for user name.**

##### Explanation

Login accounts with a user name containing a blank space (" ") cannot be registered.

#### System administrator response

Register the login account using a user name without a blank space (" ").

---

#### **65805: A password is not provided.**

##### Explanation

Password has not been entered.

#### System administrator response

Enter the password.

---

#### **65807: The login account (*loginAccount*) has not been registered.**

**FJSVrcx:ERROR:65807:command:The login account (*loginAccount*) has not been registered.**

##### Explanation

The login account name specified for *loginAccount* has not been registered in the administrator list.

#### System administrator response

Check the login account name specified for *loginAccount*, enter a registered login account and execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*



---

**65808: The index specified for size *size* is *index*.**

**FJSVrcx:ERROR:65808:command:The index specified for size *size* is *index*.**

**Explanation**

When administrator information was acquired from the administrator list, an *index* that exceeds the maximum *size* limit was specified.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65811: Certification failure: login account (*loginAccount*)**

**FJSVrcx:ERROR:65811:command:Certification failure: login account (*loginAccount*)**

**Explanation**

Authentication of the login account *loginAccount* failed.

**System administrator response**

If this occurs during authentication, check the login account *loginAccount* and password.  
If this occurs during login, restart the Web Console. Then, log in again.

---

**65814: Decoding the password failed.**

**FJSVrcx:ERROR:65814:command:Decoding the password failed.**

**Explanation**

Password decryption failed.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65815: Encoding the password failed.**

**FJSVrcx:ERROR:65815:command:Encoding the password failed.**

**Explanation**

Password encryption failed.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65817: An unexpected error has been detected: *error***

**FJSVrcx:ERROR:65817:command:An unexpected error has been detected: *error***

**Explanation**

An unexpected error *error* has occurred.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65818: The execution exception was generated.**

**FJSVrcx:ERROR:65818:command:The execution exception was generated.**

**Explanation**

An execution exception has occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65821: A node exists in *parameter*. Processing cannot be continued.**

**FJSVrcx:ERROR:65821:command:A node exists in *parameter*. Processing cannot be continued.**

## Explanation

There is a managed server node in *parameter*; so processing cannot be continued.  
The server domain, storage domain, or server base domain is displayed for *parameter*.

## System administrator response

Delete the managed server node in the parameter *parameter*; and execute the command again.

---

**65822: An unexpected error has been detected: *error***

**FJSVrcx:ERROR:65822:command:An unexpected error has been detected: *error***

## Explanation

An unexpected error *error* has occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65823: The execution exception was generated.**

**FJSVrcx:ERROR:65823:command:The execution exception was generated.**

## Explanation

An execution exception has occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65824: *parameter (parameterName)* is not provided.**

**FJSVrcx:ERROR:65824:command:*parameter (parameterName)* is not provided.**

## Explanation

The *parameterName* (login account name, password, domain name, server node name, storage node name, privileged level, execution privilege, and administrator information) of the *parameter* (login account, password, domain, server node, storage node, privileged level, execution privilege, and administrator information) has not been specified.

The *parameterName* is identified as null or size()==().

## System administrator response

Check if the *parameter* has been entered. If not entered, enter it and execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65825: The number of characters of *parameter (parameterName :length == length)* ranges from (*lowerLimit*) at a minimum to (*upperLimit*) at a maximum.**

**FJSVrcx:ERROR:65825:command:The number of characters of *parameter (parameterName :length == length)* ranges from (*lowerLimit*) at a minimum to (*upperLimit*) at a maximum.**

## Explanation

For the maximum number of characters "*parameterName*: character length == *length*" permitted in *parameter* (login account, password, domain, server node, or storage node) the upper limit is *upperLimit*, and the lower limit is *lowerLimit*.  
If the *parameter* is a password, it is represented using asterisks ("\*").

## System administrator response

Specify the parameter between the *lowerLimit* and *upperLimit*.

---

**65826: *parameter (parameterName)* includes an invalid character.**  
**FJSVrcx:ERROR:65826:command:parameter (*parameterName*) includes an invalid character.**

## Explanation

An invalid character was included in *parameterName* (login account, password, or storage node) of *parameter*.  
If *parameter* is a password, it is identified using asterisks ("\*").

## System administrator response

Specify the *parameter* again using valid characters.

If the *parameter* is a storage node, or if this does not resolve the problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

Refer to the following for the naming rules:

- Login account

User name of "Setting Up a Login Account" in the *ETERNUS SF Storage Cruiser Operation Guide*

- Password

Password (Confirm password) of "Setting Up a Login Account" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65827: *inputValue* is invalid. (*value*) is only effective to *item*.**  
**FJSVrcx:ERROR:65827:command:inputValue is invalid. (*value*) is only effective to *item*.**

## Explanation

The value specified for *inputValue* is invalid. Only *value* is valid for *item*.  
The *item* is identified as privileged level or execution privilege.  
The *value* is identified as "super", "super or normal", or "all or read or none".

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65828: The element type in *list* is invalid. (Assumption value: *value1*, Detection value: *value2*)**  
**FJSVrcx:ERROR:65828:command:The element type in *list* is invalid. (Assumption value: *value1*, Detection value: *value2*)**

## Explanation

The element type in the list *list* is different than the assumed value *value1*.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**65829: The number of elements of *list1* list (size == *integerVariable1*) and *list2* list (size == *integerVariable2*) is different.**  
**FJSVrcx:ERROR:65829:command:The number of elements of *list1* list (size == *integerVariable1*) and *list2* list (size == *integerVariable2*) is different.**

## Explanation

The number of elements (*size1* and *size2*) in the lists *list1* and *list2* are different.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67101:command:not privileged**

## Explanation

The command was executed without OS administrator authority.

## System administrator response

Execute using OS administrator authority.

---

### **FJSVrcx:ERROR:67102:command:option:illegal option**

## Explanation

The option is invalid, usage is displayed.

## System administrator response

Check the command, and execute it again.

---

### **FJSVrcx:ERROR:67105:command:obj:no such service**

## Explanation

The service *obj* was not found.

## System administrator response

Check if the service *obj* exists.

---

### **FJSVrcx:ERROR:67106:command:obj:name contains invalid character**

## Explanation

The name *obj* contains invalid characters.

## System administrator response

Specify alphanumeric characters, and underscores ("\_") for the name. Specify the proper name, and execute the command again.

---

### **FJSVrcx:ERROR:67111:command:obj:no such event.**

## Explanation

The event *obj* was not found.

## System administrator response

Check if the event *obj* exists.

---

### **FJSVrcx:ERROR:67112:command:no resources found matching obj**

## Explanation

Resources that match *obj* were not found.

## System administrator response

Check the conditions specified.

---

### **FJSVrcx:ERROR:67114:command:can not copy file [filename1->filename2]**

#### Explanation

The *filename1* cannot be copied to *filename2*.

#### System administrator response

Check the permission of the file or directory.

---

#### **FJSVrcx:ERROR:67117:command:obj:failed to create file or directory**

#### Explanation

The *obj* file or directory cannot be created.

#### System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check the directory permission.
  - Check that there is enough disk area available.
- 

#### **FJSVrcx:ERROR:67118:command:obj:can not mount file system**

#### Explanation

The *obj* file system cannot be mounted.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **FJSVrcx:ERROR:67119:command:obj:command exec error**

#### Explanation

An error occurred during execution of the *obj* command.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **FJSVrcx:ERROR:67124:command: not enough memory**

#### Explanation

There is not enough available memory. The command name is displayed for *command*.

#### System administrator response

Exit unnecessary programs, and execute the command again.

---

#### **FJSVrcx:ERROR:67126:command:obj:No such directory**

#### Explanation

The directory specified was not found.

#### System administrator response

Specify the correct directory.

---

#### **FJSVrcx:ERROR:67128:command:invalid date**

#### Explanation

The specified time and date are invalid.

#### System administrator response

Specify the date and time in the format "YYYY/MM/DD hh:mm:ss".

---

#### **FJSVrcx:ERROR:67129:command:syntax error**

##### Explanation

A command syntax error has occurred. The usage is displayed.

#### System administrator response

Check the command, and execute it again.

---

#### **FJSVrcx:ERROR:67130:command:option:option requires an argument**

##### Explanation

An argument was not specified for the option. The usage is displayed.

#### System administrator response

Check the command, and execute it again.

---

#### **FJSVrcx:ERROR:67131:command:option:argument too long**

##### Explanation

The option argument specified is too long.

#### System administrator response

Correct the attribute of the option, and execute the command again.

---

#### **FJSVrcx:ERROR:67132:command:option:contains invalid character**

##### Explanation

The option argument specified contains invalid characters.

#### System administrator response

Correct the attribute of the option, and execute the command again.

---

#### **FJSVrcx:ERROR:67133:command:value:out of range**

##### Explanation

The value specified is beyond the allowable range.

#### System administrator response

Check the value specified, and execute the command again.

---

#### **FJSVrcx:ERROR:67134:command:value:invalid format**

##### Explanation

The format of the value specified is invalid.

#### System administrator response

Check the value specified, and execute the command again.

---

#### **FJSVrcx:ERROR:67135:command:option:invalid argument**

##### Explanation

The option argument specified is invalid. Usage is displayed.

#### System administrator response

Specify a correct argument, and execute the command again.

---

#### **FJSVrcx:ERROR:67136:command:fileName:invalid file format**

#### Explanation

The file format specified for *fileName* is invalid.

#### System administrator response

Check the file format.

---

#### **FJSVrcx:ERROR:67139:command:fileName:file not found**

#### Explanation

The file specified for *fileName* was not found.

#### System administrator response

Check the file name specified.

---

#### **FJSVrcx:ERROR:67140:command:fileName:permission denied**

#### Explanation

Access authority to the file specified for *fileName* not possessed.

#### System administrator response

Check the owner, property group, and access authority for the file specified.

---

#### **FJSVrcx:ERROR:67141:command:fileName:write failed**

#### Explanation

Writing of the file specified for *fileName* failed.

#### System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
  - Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).
- 

#### **FJSVrcx:ERROR:67142:command:fileName:read failed**

#### Explanation

Reading of the file specified for *fileName* failed.

#### System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
- 

#### **FJSVrcx:ERROR:67143:command:fileName:open failed**

#### Explanation

Opening of the file specified for *fileName* failed.

#### System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).

- Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).

---

**FJSVrcx:ERROR:67144:command:fileName:remove failed****Explanation**

Deletion of the file specified for *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).

---

**FJSVrcx:ERROR:67145:command:fileName:rename failed****Explanation**

Renaming of the file specified for *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
- Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).

---

**FJSVrcx:ERROR:67146:command:fileName:file not found****Explanation**

The *fileName* was not found.

**System administrator response**

If the phenomenon is due to either of the following, restore the entire system, or install again.

- The file was deleted
- The file was deleted because of system-down, disk or file system failure

If this error is seen in any other circumstances, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:67147:command:fileName:permission denied****Explanation**

Access to *fileName* was denied.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:67148:command:fileName:write failed****Explanation**

Writing to *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
- Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).



---

**FJSVrcx:ERROR:67149:command:fileName:read failed****Explanation**

Reading of the file specified for *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).

---

**FJSVrcx:ERROR:67150:command:fileName:open failed****Explanation**

Opening *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
- Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:67151:command:fileName:remove failed****Explanation**

Deleting *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).

---

**FJSVrcx:ERROR:67152:command:fileName:rename failed****Explanation**

Renaming of *fileName* failed.

**System administrator response**

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
- Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).

---

**FJSVrcx:ERROR:67157:command:obj:not privileged****Explanation**

The command cannot be executed because sufficient access authority for *obj* is not possessed.

**System administrator response**

Log in using proper user access authority, and re-execute the command.

---

**FJSVrcx:ERROR:67158:command:too many type exist in obj**

#### Explanation

No more of the *type* object can be created in *obj*.

#### System administrator response

Delete the *type* object from the object *obj*, and re-execute the command.

---

#### **FJSVrcx:ERROR:67159:command:authentication failure**

#### Explanation

User authentication failed.

#### System administrator response

If not logged in as the Storage Cruiser user, log in again. If the password was changed while logged in, log in and perform the operation again.

---

#### **FJSVrcx:ERROR:67161:command:option:can not specify**

#### Explanation

The *option* cannot be specified.

#### System administrator response

Check the parameter, and re-execute the command.

---

#### **FJSVrcx:ERROR:67162:command:option:is required**

#### Explanation

The *option* must be specified.

#### System administrator response

Correct the option parameter, and re-execute the command.

---

#### **FJSVrcx:ERROR:67164:command:value:overlaps**

#### Explanation

The same value was specified.

#### System administrator response

Change the value, and re-execute the command.

---

#### **FJSVrcx:ERROR:67165:command:obj:failed to register into the Management role**

#### Explanation

Registration of *obj* in the management role failed.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **FJSVrcx:ERROR:67166:command:obj:failed to delete from the Management role**

#### Explanation

Deletion of *obj* from the management role failed.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### FJSVrcx:ERROR:67167:command:obj:contains type

#### Explanation

The command cannot be executed because *obj* holds the *type* object.  
The object name is displayed for *obj*.  
The type of the object is displayed for *type*.

#### System administrator response

Delete the *type* object from *obj*, and re-execute the command.

---

### FJSVrcx:ERROR:67168:command:obj1:is busy. Link to type(obj2) exists

#### Explanation

The *obj1* cannot be deleted because it is connected to *type (obj2)*.  
The domain that cannot be disconnected is displayed for *obj1*.  
The name of the object that is connected to *obj1* is displayed for *obj2*.  
The object type of *obj2* is displayed for *type*.

#### System administrator response

Disconnect the *type (obj2)*, and re-execute the command.

---

### FJSVrcx:ERROR:67195:command:communication error.code=code

#### Explanation

An internal error has occurred during transmission.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### FJSVrcx:ERROR:67196:command:communication error.detail

#### Explanation

A communication error occurred during execution of the command.

#### System administrator response

Take corrective action following the instructions for each message in *detail*.

- If the *detail* is *rcxfunc=rcxfunc*, *command=rcxcommand*, or *rcxerrorno=rcxerrno*

A communication error occurred during execution of the command.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

- If the *detail* is *target=127.0.0.1*

The Manager might have been stopped.

The type of corrective action taken varies depending on whether or not the Management Server is being used in a clustered system.

- When not running the Management Server in a clustered system

Check if the Manager has stopped by the following.

#### **[Management Server is Solaris or Linux]**

```
# ps -ef | grep -v grep | grep /opt/FJSVssmgr/jre/bin/java | grep cruiser=daemon
```

If the Manager is running, process information will be displayed.

If the Manager has stopped, start it by executing the following command:

```
# /opt/FJSVrcxmr/sbin/managerctl start
```

### [Management Server is Windows]

Check the service status of the Storage Cruiser Manager by open **Control panel > Administrative tool > Service**.  
If the service has stopped, select it by open **Control panel > Administrative tool > Service** and start it.

- When the Management Server is running in a clustered system

Check that cluster applications have not stopped or application failures have not occurred on the Manager from the PRIMECLUSTER Cluster Admin GUI. Also, check that the server node where the command is executed is not standby.

If the cluster applications have stopped, execute the command on the operating server node after starting the cluster applications.

If application failures have occurred, execute the server node on the operating server node after recovering the cluster applications.

Be sure to execute the command on the operating node of a cluster application, not on the standby node.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67197:command:DB access error**

#### Explanation

A DB access error occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67200:command:obj:process was terminated because of error occurred on other node**

#### Explanation

Command execution was canceled. Refer to the event output at the same time for details.

#### System administrator response

Refer to the output event.

---

### **FJSVrcx:ERROR:67251:command:command terminated abnormally**

#### Explanation

The command terminated abnormally.

#### System administrator response

Re-execute the command.

---

### **FJSVrcx:ERROR:67252:command:password decryption error**

#### Explanation

Password decryption failed.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67255:command:option:not supported**

#### Explanation

The option specified, *option*, is not supported.

#### System administrator response

Specify the correct option, and re-execute the command.

---

#### **FJSVrcx:ERROR:67256:command:obj:process was terminated because of deleting the server node**

##### Explanation

The server node was deleted while the registration process was performed.  
The registration process was disrupted.  
The managed server node is displayed for *obj*.

#### System administrator response

Check the object, and re-execute the command.

---

#### **FJSVrcx:ERROR:67263:command: userName:login incorrect**

##### Explanation

Login failed.

#### System administrator response

Enter the correct user name and password, and then log in again.  
When there is no error in the user name and password and a newly created management account is being used, there is an error in the password configured during account creation.

---

#### **FJSVrcx:ERROR:67264:command:fileName:invalid file type**

##### Explanation

Writing to the file or directory specified for *fileName* failed because the file type is invalid.

#### System administrator response

Move or delete the file or directory shown for *fileName*, or change the name. Then, re-execute the command.

---

#### **FJSVrcx:ERROR:67265:command:variable:value: invalid environment value**

##### Explanation

The environment variable *variable* is invalid.

#### System administrator response

Correct the value of the environment variable *variable*, and re-execute the command.

---

#### **FJSVrcx:ERROR:67266:command:no shell**

##### Explanation

The shell was not found.

#### System administrator response

Correct the environment variable SHELL.

---

#### **FJSVrcx:ERROR:67267:command:obj:failed to execute**

##### Explanation

Execution of the command specified for *obj* failed.

#### System administrator response

Check the following and remove the cause of the problem:

- Users have sufficient command execution authority

- There is enough free memory

---

**FJSVrcx:ERROR:67268:command:fileName:no such file or directory**

**Explanation**

The file or directory specified for *fileName* does not exist.

**System administrator response**

Specify the correct file or directory.

---

**FJSVrcx:ERROR:67269:command:fileName:failed to create file or directory**

**Explanation**

The file or directory specified for *fileName* could not be created.

**System administrator response**

Check the directory permission.

---

**FJSVrcx:ERROR:67704:command:option:secondary node deletion completed**

**Explanation**

The option is incorrect. The usage will be output.

**System administrator response**

Check the command, and re-execute the command.

---

**FJSVrcx:ERROR:67706:command:ipAddress:invalid IP address format**

**Explanation**

The IP address format is incorrect.

**System administrator response**

Check the IP address.

---

**FJSVrcx:ERROR:67707:command:setup command already running**

**Explanation**

The cluster setup command or the cluster unsetup command is already active.

**System administrator response**

Check whether the cluster setup command or the cluster unsetup command is running somewhere else.

---

**FJSVrcx:ERROR:67709:command:not privileged**

**Explanation**

The command was activated by a user other than the OS administrator (root).

**System administrator response**

Execute the command as the OS administrator (root).

---

**FJSVrcx:ERROR:67710:command:mountPoint:not mounted**

**Explanation**

The shared disk has not been mounted on mount point *mountPoint*.

### System administrator response

Check the mount status of the shared disk for Management Server shared data.  
When "/" was added in the end of the mount point *mountPoint*, delete the "/" then re-execute.

---

### **FJSVrcx:ERROR:67711:command:software:not installed**

#### Explanation

Cluster software *software* has not been installed.

### System administrator response

Check whether the cluster setup command or the cluster unsetup command is running.

---

### **FJSVrcx:ERROR:67714:command:nodeType: cluster setup already completed in this node**

#### Explanation

The cluster environment of node type *nodeType* has been configured on the current node.

### System administrator response

Check the cluster environment status on the current node.

---

### **FJSVrcx:ERROR:67715:command:cluster setup already completed in another node**

#### Explanation

The cluster environment of the node type specified with the cluster setup command has been configured on another node.

### System administrator response

Check whether the node type specified with the executed command is correct.  
Check whether the cluster environment of the node type specified with the executed command has already been configured on another node.

---

### **FJSVrcx:ERROR:67716:command:primary node setup not completed**

#### Explanation

The cluster environment has not been configured on the primary node.

### System administrator response

Check whether the shared disk for mounted Management Server shared data is correct.  
Configure the cluster environment on the primary node.

---

### **FJSVrcx:ERROR:67717:command:switch:parameter:parameter conflict**

#### Explanation

Data different from the previous one was specified.

### System administrator response

Check the argument values of the command.

---

### **FJSVrcx:ERROR:67725:command:option:illegal option**

#### Explanation

The option is incorrect. The usage will be output.

### System administrator response

Check the command options, and re-execute the command.

---

### **FJSVrcx:ERROR:67726:command:secondary node not deleted**

## Explanation

The cluster environment on the secondary node is not deleted.

## System administrator response

Check whether the shared disk for mounted Management Server shared data is correct.  
Delete the cluster environment on the secondary node, and execute the command again.

---

### **FJSVrcx:ERROR:67727:command:no cluster setup node**

## Explanation

The cluster environment has not been configured.

## System administrator response

Check whether the Management Server cluster environment has been configured.

---

### **FJSVrcx:ERROR:67740:command:cluster setup failed (setup data invalid)**

## Explanation

The cluster setup failed. The cluster environment configurations are invalid.

## System administrator response

Delete the cluster environment in force mode, and uninstall the Manager.

---

### **FJSVrcx:ERROR:67741:command:setup command not installed**

## Explanation

The module for cluster setup has not been installed.

## System administrator response

Check whether Manager installation is valid.

---

### **FJSVrcx:ERROR:67742:command:file:setup data inconsistency**

## Explanation

Inconsistency was found in the cluster environment configurations.

## System administrator response

Collect the following files and contact a Fujitsu system engineer.

- Files output to *file*
  - For Manager, all files under /opt/FJSVrcxmr/cluster/env directory
- 

### **FJSVrcx:ERROR:67743:command:setup data invalid**

## Explanation

The cluster environment configurations are invalid.

## System administrator response

Delete the cluster environment in force mode (using -f when executing rcx\_clunsetup). After the deletion is completed, uninstall the Manager.

---

### **FJSVrcx:ERROR:67744:command:shared disk data invalid**

## Explanation

Data on the shared disk is invalid.



## System administrator response

Delete the cluster environment in force mode (using -f when executing rcx\_clunsetup). After the deletion is completed, uninstall the Manager.

---

### **FJSVrcx:ERROR:67745:command:property:manager:value:setup data conflict**

#### Explanation

Property value *property* of the cluster setup command does not match configuration value *value* on Management Server *manager* for which cluster setup is done.

## System administrator response

Specify the same configuration value to perform setup.

---

### **FJSVrcx:ERROR:67747:command:cluster setup failed**

#### Explanation

The cluster setup failed.

## System administrator response

Check the execution environment then re-execute the command. If the situation is not improved, contact a Fujitsu system engineer.

---

### **FJSVrcx:ERROR:67748:command: can not execute in normal cluster setup node**

#### Explanation

The cluster setup is in normal condition. The unsetup command cannot be executed specifying shared disk data deletion.

## System administrator response

Shared disk data deletion (using -e MountPoint when specifying rcx\_clunsetup) cannot be performed.

Delete the cluster environment following the procedure given in "Deleting the Management Server Cluster Environment" in the *ETERNUS SF Cluster Environment Setup Guide*.

---

### **FJSVrcx:ERROR:67749:command:cluster deletion failed**

#### Explanation

The cluster unsetup failed.

## System administrator response

Delete the cluster environment in force mode (using -f when executing rcx\_clunsetup). After the deletion is completed, uninstall the Manager.

---

### **FJSVrcx:ERROR:67750:command:cluster deletion (erase shared disk data) failed**

#### Explanation

The shared disk data deletion failed.

## System administrator response

Check the execution environment then re-execute the command. If the situation is not improved, contact a Fujitsu system engineer.

---

### **FJSVrcx:ERROR:67754:command:command not installed**

#### Explanation

The command has not been installed.

## System administrator response

Check whether required software installation was done correctly.  
Check whether Manager installation was done correctly.  
If the situation is not improved, contact a Fujitsu system engineer.

---

### **FJSVrcx:ERROR:67755:command:network interface not found**

#### Explanation

The network interface name is not found.

## System administrator response

Check the network interface configurations referring to the *PRIMECLUSTER Global Link Services Configuration and Administration Guide Redundant Line Control Function (Linux)*.

---

### **FJSVrcx:ERROR:67800:command:Site manager process is still running.**

#### Explanation

The Manager process is running.

## System administrator response

Stop the Manager process, and re-execute the command.  
Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on how to stop the Manager.

---

### **FJSVrcx:ERROR:67801:command:package:not installed**

#### Explanation

The *package* has been not installed.

## System administrator response

Check if *package* is correctly installed.

---

### **FJSVrcx:ERROR:67802:command:file:open failed**

#### Explanation

Opening of *file* failed.

## System administrator response

Check if *file* displayed in the message can be referred to, or the shared disk is mounted if the file is used in a clustered system then execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67803:command:file:write failed**

#### Explanation

Reading of *file* failed.

## System administrator response

Check available disk space and disk mounting then execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67804:command:failed to restore the configuration**

## Explanation

Restoring the configuration failed.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:67805:command:rcxcert setup was not completed successfully.**

### Explanation

Setup was not completed successfully.

### System administrator response

Execute the rcxcert setup command.

---

## **FJSVrcx:ERROR:67806:command:rcxcert setup has already been completed.**

### Explanation

Setup is already complete.

### System administrator response

The rcxcert setup command has already been executed.  
Check if the setup is already complete (Message is "**FJSVrcx:INFO:27801:command:The command was successfully completed.**").

---

## **FJSVrcx:ERROR:67807:command:option:illegal option**

### Explanation

An invalid parameter was detected.

### System administrator response

Correct the parameter.

---

## **FJSVrcx:ERROR:67808:commandName:The command was not completed successfully.**

### Explanation

The *commandName* was not completed successfully.

### System administrator response

If an error (the cause of the abnormal termination) message was output before this message, perform the [System administrator response] for that message.  
If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:67814:commandName:It failed in the backup of AccountFile.**

### Explanation

Backup of the AccountFile failed.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:67815:commandName:Decoding the password failed.**

## Explanation

Password decryption failed.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:67816:commandName:Encoding the password failed.**

## Explanation

Password encryption failed.

## System administrator response

When input is required for this command, check the input values.  
If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:67819:commandName:It failed in the acquisition of the DB type.**

## Explanation

Acquisition of the authentication DB failed.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:67820:commandName1:commandName2 process is still running.**

## Explanation

The process *commandName2* is running.

## System administrator response

After the process finishes, re-execute the command.

---

## **FJSVrcx:ERROR:67830:command:rcxcert not setup**

## Explanation

The login account for the Management Server was not created in the Manager setup procedure.

## System administrator response

Check if the rcxcert setup command is completed.  
If the Manager is running in a clustered system, check if the shared disk is mounted.

---

## **FJSVrcx:ERROR:67840:command:invalid input value(parameter)**

## Explanation

The input value is not correct.  
*parameter*: "CLI password encryption key", "user name", or "password"

## System administrator response

Input the correct value.

---

## **FJSVrcx:ERROR:67898:command:message:too long message**

## Explanation

The output message is too long.

Internal error may occur.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67899:command:internal error**

## Explanation

Internal error occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67992:command:command2: timeout error**

## Explanation

A timeout error occurred during execution of *command2*.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:67999:command:internal error, details.**

## Explanation

An internal error occurred during execution of the command.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **FJSVrcx:ERROR:68204:command:fileName: write failed**

## Explanation

Writing to *fileName* failed.

## System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
  - Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).
- 

### **FJSVrcx:ERROR:68205:command:obj: can not create file or directory**

## Explanation

The *obj* file or directory cannot be created.

## System administrator response

Check the directory permission.

---

### **FJSVrcx:ERROR:68209:command:fileName: rename failed**

## Explanation

Renaming *fileName* failed.

## System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).
- Check if a message indicating file system quota limit or insufficient space has been output to the system log (event log).

---

## **FJSVrcx:ERROR:68212:command:fileName: remove failed**

## Explanation

Deleting *fileName* failed.

## System administrator response

Check the following, remove the cause of the problem, and execute the command again.

- Check if an error message of the disk or file system has been output to the system log (event log).

---

## **FJSVrcx:ERROR:69101: failed to initialize the event report service**

## Explanation

The initialization of the event report function failed.

## System administrator response

Restart the Management Server. If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:69102: failed to send E-mail to address**

## Explanation

Sending an e-mail to *address* failed.

## System administrator response

Check the following, remove the cause of the problem and restart the Management Server.

- E-mail address of the forwarding destination is correct.
- The SMTP server name or IP address is correct.
- Authentication settings have been performed on the SMTP server.

Because the event forwarding does not support authentication, e-mail cannot be sent to SMTP servers which check authentication.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:69103: failed to send SNMPTrap to host**

## Explanation

The transfer of the SNMP trap to *host* failed.

## System administrator response

Check whether the host name or IP address of the event report destination is correct.

---

## **FJSVrcx:ERROR:69106: failed to start the event report service**

## Explanation

Starting the event report service failed.

## System administrator response

Check whether the network settings of the operating system are correct, and restart the Management Server.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:69301:Failed to start ServerRM daemon.**

### Explanation

Startup of the ServerRM daemon failed.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:69302:The port number for ServerRM daemon is already in use.**

### Explanation

The port number is already in use.

### System administrator response

Check the port number, and change it if necessary.

Refer to "Network requirements" or "Maintenance of the Administrative Environment" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

---

## **FJSVrcx:ERROR:69303:The port number for SNMPTrap daemon is already in use.**

### Explanation

The port number used by the SNMP trap daemon is already in use.

### System administrator response

Check the port number, and change it if necessary.

Refer to "Network requirements" or "Maintenance of the Administrative Environment" in the *ETERNUS SF Storage Cruiser Operation Guide* for details.

---

## **FJSVrcx:ERROR:69304:An internal error occurred in ServerRM daemon.**

### Explanation

An internal error occurred.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **FJSVrcx:ERROR:69305:An internal error occurred in SNMPTrap daemon.**

### Explanation

An internal error occurred in the SNMP trap daemon.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:69306:Failed to execute command.****Explanation**

The command was not executed.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**FJSVrcx:ERROR:69307:SNMPTrap daemon has stopped.****Explanation**

The SNMP trap daemon has been stopped.

**System administrator response**

The SNMP trap daemon is not operating.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If the same message is displayed again, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69811: State recovery failed.****Explanation**

Recovery from the failure was attempted, but the recovery process failed.

**System administrator response**

There is a possibility that a problem has occurred on the managed server node.

Check the following, and perform recovery from failure again:

- If the managed server node has been stopped, start it.
- Check that the IP address of the managed server node is correct.
- Check if there is a problem with the network environment between the Management Server and the managed server node.  
For example, if a cable is disconnected from the LAN connector, connect it.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69814: Failed to the state recovery due to failure of connecting to admin server.****Explanation**

Connection to the Management Server node to perform recovery from failure was attempted, but failed.

**System administrator response**

There is a possibility that the Management Server has stopped or is in a state where it cannot communicate.

Check the following, and perform recovery from failure again:

- If the Management Server node has been stopped, start it.
- When the Management Server is in a cluster configuration, it is possible that server switching may have occurred. Check that server switching has been completed.
- Check that the IP address of the Management Server is correct.
- Check if there is a problem with the network environment between the Web Console and the Management Server. For example, if a cable is disconnected from the LAN connector, connect it.



If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **69815: Failed to execute the initialization process due to connection error to the admin server.**

##### Explanation

Connection to the Management Server node to perform the initialization process was attempted, but failed.

##### System administrator response

There is a possibility that the Management Server has stopped or is in a state where it cannot communicate.

Check the following, and restart the Web Console:

- If the Management Server has been stopped, start it again.
- When the Management Server is in a cluster configuration, it is possible that server switching may have occurred. Check that server switching has been completed.
- Check that the IP address of the Management Server is correct.
- Check if there is a problem with the network environment between the Web Console and the Management Server. For example, if a cable is disconnected from the LAN connector, connect it.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **69816: An internal error occurs on the admin server.**

##### Explanation

During the initialization process an internal error occurred on the Management Server.

##### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **69817: Unexpected Error occurred:error**

##### Explanation

An unexpected error *error* has occurred.

##### System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **69818: An unexpected error occurs on the admin server.**

##### Explanation

An unexpected error has occurred on the Management Server.

##### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **69819: Configuration information of managed server node is not valid.**

## Explanation

Configuration information from the managed server node was acquired for display, but the information is in a format that cannot be displayed.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 69821: Failed to get the configuration information from the managed server node.

### Explanation

Acquisition of configuration information from the managed server node was attempted unsuccessfully.

### System administrator response

The managed server node has been stopped or is in a state where it cannot communicate.  
Check the following, and repeat the operation:

- When the managed server node has stopped, restart it.
- Check that the IP address of the managed server node is correct.
- Check if there is a problem with the network environment between the Management Server and the managed server node.  
For example, if a cable is disconnected from the LAN connector, connect it.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 69851: Method (ID:*id*) is not found.

### Explanation

This message notifies users that the process to be executed (ID: process defined by an internal identifier key) does not exist.

### System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 69852: Action (ID:*id*) is not found.

### Explanation

This message notifies users that the process executed when selected from the menu (ID: process defined by an internal identifier key) does not exist.

### System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 69853: Setting for Popup menu (ID:*id*) is not found.

### Explanation

This message notifies users that the popup menu to be displayed (ID: popup menu defined by an internal identifier key) does not exist.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **69859: Loading of machine configuration file failed.**

#### Explanation

Either there was an error in the contents of the machine configuration definition file, or reading of the definition file failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **69865: Obtaining target device name failed.**

#### Explanation

This message indicates that collection of the target device name to display failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **69866: Creation of configuration tree failed.**

#### Explanation

This message indicates that the creation of configuration tree for selecting objects to be output failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **69867: Creation of CSV file failed.**

#### Explanation

This message indicates that the creation of the CSV file failed.

## System administrator response

Check the following, and repeat the operation:

- Check that the capacity of the saving destination directory is sufficient
- Check that the directory attribute is not read-only
- Check that the file name is valid

If the above steps do not resolve the problem, restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69868: Creation of XML file failed.****Explanation**

This message indicates that the creation of the XML file failed.

**System administrator response**

Check the following, and repeat the operation:

- Check that the capacity of the saving destination directory is sufficient
- Check that the directory attribute is not read-only
- Check that the file name is valid

If the above steps do not resolve the problem, restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69901: Registration of event report settings failed.****Explanation**

This message indicates that registration of the event report settings with the Management Server failed.

**System administrator response**

Restart the Management Server.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69902: Loading of event report settings failed.****Explanation**

This message indicates that loading the event report settings registered with the Management Server failed.

**System administrator response**

Restart the Management Server.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69903: Event test failed.****Explanation**

This message indicates that the event test failed.

**System administrator response**

Check whether the network settings of the operating system are correct and restart the Management Server.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**69914: An error occurred during the construction of device list.****Explanation**

Displaying the Device List View failed.

## System administrator response

Restart the Web Console.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **69915: LED control failed.**

### Explanation

The LED control of the managed server node failed.

### System administrator response

There is a possibility that the Management Server or the managed server node has stopped or is in a state where it cannot communicate.

Check the following, and perform the operation again:

- If the Management Server or managed server node has been stopped, restart it.
- Check that the IP address of the Management Server or the managed server node is correct
- Check if there is a problem with the network environment between the Management Server and the managed server node, or between the Management Server and Web Console.  
For example, if a cable is disconnected from the LAN connector, connect it.
- Check that the version of Management Server or the managed server node supports the LED operation.

## Chapter 9 Messages of ssage prefix

---

### ssage1001 user authority error

#### Explanation

The user is not authorized to execute the command.

#### System administrator response

Execute the command with administrator authority.

---

### ssage1002 user definition registration is failed

#### Explanation

User registration failed for one of the following reasons:

- The specified key is already registered.
- The number of registered users has already reached the upper limit.

#### System administrator response

Execute the command with a valid key name.

If the number of registered users has already reached the maximum, delete any unnecessary definitions or update the existing registration information.

---

### ssage1003 specified key is not found

#### Explanation

The specified key name does not exist.

#### System administrator response

Execute the command with a valid key name.

---

### ssage1004 parameter error

#### Explanation

The specified parameter contains an error.

#### System administrator response

Execute the command with a valid key name, user name, or password.

---

### ssage1005 user definition process is busy now

#### Explanation

The entered command cannot be executed because another command is being processed.

#### System administrator response

Execute the command later.

---

### ssage1006 insufficient memory

#### Explanation

Memory is insufficient.

#### System administrator response

Terminate any unnecessary applications, and execute the command again. If necessary, expand the amount of installed memory.

---

### **ssage1007 command execution is failed**

#### **Explanation**

An internal inconsistency occurred during command processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **ssage1008 library loading is failed**

#### **Explanation**

An attempt to read the user information operation library failed.  
The Storage Cruiser's agent is probably not properly installed.

#### **System administrator response**

Make sure that the Storage Cruiser's agent is properly installed, and execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **ssage1009 library initialization is failed**

#### **Explanation**

An attempt to initialize the user information operation library failed.  
The Storage Cruiser's agent is probably not properly installed.

#### **System administrator response**

Make sure that the Storage Cruiser's agent is properly installed, and execute the command again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

# Chapter 10 Messages of ssmgr prefix

---

## ssmgr1000

Unexpected error has occurred.

### Explanation

An unexpected exception occurred.

### System action

The command terminates abnormally.

### System administrator response

This event occurs if "127.0.0.1 localhost" is not defined in the /etc/hosts file of the Management Server. Add the definition and restart the Management Server.

If the above environment setup is normal, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1052

The specified device management name is already registered. Please specify another name.

### Explanation

The specified device management name is already registered.

### System action

The command terminates abnormally.

### System administrator response

Specify another name. If another name cannot be specified, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1053

The device management name registration to a database went wrong.

### Explanation

An attempt to register the device management name with the database failed.

### System action

The command terminates abnormally.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.



- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1054

Although device was detected and the normal end of the device addition was carried out, the device management name registration to a database went wrong.

### Explanation

A device was detected, and addition of the device ended normally. However, an attempt to register the device management name with the database failed.

### System action

The command terminates abnormally.

### System administrator response

Delete the detected device, and re-execute the device detection processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1055

Although the normal end of the device addition was carried out, the device management name registration to a database went wrong.

### Explanation

Device addition ended normally, but an attempt to register the device management name with the database failed.

### System action

The command terminates abnormally.

### System administrator response

Delete the added device, and re-execute both the device detection processing and the device addition processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1056

Although the normal end of the device creation was carried out, the device management name registration to a database went wrong.

### Explanation

Device creation ended normally, but an attempt to register the device management name with the database failed.

## System action

The command terminates abnormally.

## System administrator response

Delete the created device, and re-execute the device creation processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1057

Although the normal end of the device deletion was performed, the device management name deletion from a database went wrong.

## Explanation

Device deletion ended normally, but an attempt to delete the device management name from the database failed.

## System action

The command terminates abnormally.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1060

Unexpected error has occurred.

## Explanation

An unexpected exception occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1061

There is a mistake in the specified parameter. (code=*detail*)

## Explanation

The parameter used in the program is incorrect.

## System action

The system terminates processing.

## Parameters

*detail*: Detailed information for cause analysis

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1062

Unsupported device is required. (code=*detail*)

## Explanation

An operation for a device whose device type, device model, or firmware version is not supported was specified.

## System action

The system terminates processing.

## Parameters

*detail*: Detailed information for decision analysis

## System administrator response

Verify the model type, device name, and firmware version number of the specified device.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1063

Unable to instantiate the service for the device. (code=*detail*)

## Explanation

Initialization of internal information during the operation for the specified device failed.

## System action

The system terminates processing.

## Parameters

*detail*: Detailed information for cause analysis of the initialization failure

## System administrator response

Verify the model type, device name, and firmware version number of the specified device.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr1064

Unable to initialize the service for the device because of illegal access. (code=*detail*)

### Explanation

Initialization of internal information during the operation for the specified device failed due to an illegal access.

### System action

The system terminates processing.

### Parameters

*detail*: Detailed information for cause analysis of the initialization failure

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3000

Unexpected error has occurred.

### Explanation

An unexpected exception occurred.

### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3001

Fail connecting to server node

### Explanation

An attempt to establish a connection with the server node failed.

### System action

The system terminates processing.

### System administrator response

There may be no communication path to the remote server node. Check the network settings.

The Agent may not be active on the remote server node. Check the Agent operating status.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3002

Fail communicating with server node.

### Explanation

An error occurred during communication with the server node.

### System action

The system terminates processing.

### System administrator response

An error may have occurred on the remote server node network. Check the connection with the server node.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3003

Timeout.

### Explanation

A time-out occurred.

### System action

The system terminates processing.

### System administrator response

An error may have occurred on the remote server node or network. Check the connection with the server node.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3004

Failed on server node information retrieving.

#### Explanation

Configuration information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

An error may have occurred on the network. Check the connection with the server node.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3005

Failed on analyzing structure information.

#### Explanation

Unexpected data was detected in the configuration information.

The versions of the Agent and Manager are probably different.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3006

Fatal error is occurred on analyzing structure information.

#### Explanation

A fatal error occurred during analysis of configuration information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3007

Failed at Sub Parser loading. *moduleName*

### Explanation

Data that includes information that could not be analyzed by the Manager was obtained.

The versions of the Agent and Manager are probably different.

### Parameters

*moduleName* : Module name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3008

Illegal configuration is detected. *key value*

### Explanation

Invalid value *value* was set in setting item *key*.

### Parameters

*key* : Setting item

*value* : Invalid value

### System action

The system terminates processing.

### System administrator response

Correct the applicable setting in the setting file.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3009

Server node *hostName* is not found.

### Explanation

A server node having name *hostName* could not be found.

### Parameters

*hostName* : Server node name

### System action

The system terminates processing.

### System administrator response

Server node name resolution failed. Check the DNS settings and so on.

---

## ssmgr3011

New device(s) was/were detected and registered. However, a part of virtual machine was not registered.

### Explanation

New devices were detected and registered them. However, any of virtual machines was not registered.

### System action

Terminated normally.

### System administrator response

Check if the virtual machine status is faulty, then delete the VM host and register it again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3012

New virtual machine was detected and registered.

### Explanation

New virtual machine was detected and registered it.

### System action

Terminated normally.

### System administrator response

No response is required.

---

## ssmgr3013

New virtual machine was detected and registered. However, a part of virtual machine was not registered.

### Explanation

New virtual machines were detected and registered them. However, any of virtual machines was not registered.



## System action

Terminated normally.

## System administrator response

Check if the virtual machine status is faulty.

When it is normal state, execute **Register virtual machines** again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3014

New virtual machine was not detected.

## Explanation

New virtual machine could not be detected.

## System action

Terminated normally.

## System administrator response

Any of the following may be possible factors:

- Check whether the VM host status is "normal".

If it is the warning state, check whether the status of VM host or network is normally or not.

Otherwise, the account information that has been set up for the device may not match the account information for the device that is managed by this software. Using the Web Console, change the account information managed by this software, and execute the processing again.

- Check whether the new virtual machine is added.
- 

## ssmgr3015

Username or password is incorrect for VM host. VM host: *sysName:ipAddress*

## Explanation

Failed to login to VM host because username or password is incorrect.

## Parameters

*sysName* : Hostname of VM host that login is rejected

*ipAddress* : IP address of VM host that login is rejected

## System action

The system terminates processing.

## System administrator response

If this message is displayed by registering VM host, enter the correct username and password and register again.

If this message is displayed for the registered VM host, set the correct username and password by using the Web Console.

---

## ssmgr3016

The VM host is not supported. VM host: *ipAddress*

### Explanation

The specified VM host is not supported.

### Parameters

*ipAddress*: IP address of the specified device

### System action

The system terminates processing.

### System administrator response

Only VMware Infrastructure 3 Version 3.5 (or later), VMware vSphere 4 (or later) or VMware ESXi 3.5 (or later) can be registered by using VMware ESX option.

When the used VMware is older than them, install an Agent of this software on host operating system and register the server by using the same method as before.

When the server is registered by using VMware ESX option, the Virtual Center cannot be specified. Specify the VM host.

---

## ssmgr3017

Network error occurred in communication with VM host. VM host: *ipAddress*

### Explanation

Failed to communicate with the specified VM host.

### Parameters

*ipAddress*: IP address of the specified device

### System action

The system terminates processing.

### System administrator response

Check the network connection between the Manager and VM host for problems.

Check whether the VM host is running normally.

Check that the specified IP address is an IP address of VM host.

If there is no problem, re-execute the same operation.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3021

Username or password is incorrect for device.

### Explanation

Failed to login to device because username or password is incorrect.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

If this message is displayed for a device to be registered, enter the correct username and password and register again.

If this message is displayed for an already registered device, set the correct username and password to the target device by using the Web Console.

Specify Software role account when it is ETERNUS DX80 S2/DX90 S2, ETERNUS DX400 S2 series, ETERNUS DX8000 S2 series.

---

## ssmgr3022

Another user has logged in to device. Logout and run function again. The target device: *deviceName:ipAddress*

## Explanation

The Manager could not login to the device because another user has already logged into the device.

## Parameters

*deviceName* : Device name that is set for the device to which login failed.

*ipAddress* : IP address of the device to which login failed.

## System action

The system terminates processing.

- When using Storage Cruiser:

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Log out the process logged into the target device, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3200

Failed to start disks in the RAID group. The specified storage device: {0}

## Explanation

It failed to start disks in the RAID group in the specified storage device.

## Parameters

{0} : IP address of the storage device

## System action

The system terminates processing.

## System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.  
Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3201

Failed to stop disks in the RAID group. The specified storage device: {0}

### Explanation

It failed to stop disks in the RAID group in the specified storage device.

### Parameters

{0} : IP address of the storage device

### System action

The system terminates processing.

## System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.  
Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3202

Failed to obtain the disk status of the RAID group. The specified storage device: {0}

### Explanation

It failed to obtain the disk status of the RAID group in the specified storage device.

### Parameters

{0} : IP address of the storage device

### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3203

Failed to start disks in the storage device ({0}) connected with server ({1}).

### Explanation

The disk revolution in the storage device connected with the specified server could not be started.

### Parameters

{0} : IP address of the storage device

{1} : IP address of the server

### System action

The system terminates processing.

### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3204

Failed to stop disks in the storage device ({0}) connected with server ({1}).

### Explanation

The disk revolution in the storage device connected with the specified server could not be stopped.

### Parameters

{0} : IP address of the storage device

{1} : IP address of the server

### System action

The system terminates processing.

### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3205

Failed to obtain the information of the disk used from server ({0}).

### Explanation

An error occurred in the information acquisition for the disk that is used from the specified server.

## Parameters

{0} : IP address of the server

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3206

Failed to setting for the raidgroup Eco-mode information ({0}).

## Explanation

The RAID group Eco-mode setting failed.

## Parameters

{0} : RAID group number

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3207

Failed to set or obtain the information for the storage device ({0}).

## Explanation

Collection or setting of Eco-mode information for the storage device failed.

## Parameters

{0} : IP address of the storage device

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

## ssmgr3210

The specified device ({0}) is not a storage device, or is not registered in this software, or does not support the Eco-mode operation.

### Explanation

The specified device is not a storage device, or it is not registered as the managed device in this software, or its storage device does not support the Eco-mode operation.

### Parameters

{0} : Specified IP address

### System action

The system terminates processing.

### System administrator response

The device of the specified IP address may be not a storage device. Check the device type of the specified IP address. If a device of the specified IP address is a server node, specify the -server option at the same time.

If the storage device is not registered as the managed device, register it by using this software.

The Eco-mode operation is supported by the following storage devices. Confirm the storage model and firmware version of the specified storage device. The firmware version is older than the following version, apply the firmware that supports the Eco-mode operation, and re-execute the operation.

Storage Device Name	Firmware Version
ETERNUS DX series	All versions
ETERNUS2000 models 50, 100 and 200	V10L50 or later
ETERNUS4000 models 300 and 500	V11L50 or later
ETERNUS4000 models 400 and 600	All versions
ETERNUS8000 models 700, 900, 1100 and 2100	V11L50 or later
ETERNUS8000 models 800, 1200 and 2200	All versions

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

## ssmgr3211

The operation cannot be executed, because the fatal inconsistent data was detected in the database of this software.

### Explanation

The fatal inconsistent data was detected in the database of this software.

### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3212

Failed to set or obtain the information for the storage device. Error code={0}, detail message={1}

or

It failed in the setting or the information acquisition of the storage device. code={0} {1}

## Explanation

An error occurred in the setting for the storage device or the information acquisition for it.

## Parameters

{0} : Error code

{1} : Detail message

## System action

The system terminates processing.

## System administrator response

- If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

- When the error code is 31:

The account information that has been set up for the device does not match the account information for the device that is managed by this software. Using the Web Console, change the account information managed by this software, and execute the processing again.

- When the error code is 40:

The specified storage device has been locked by another operation. If ETERNUSmgr is open, log out and re-execute the processing. If the settings for the storage device are in the process of being changed using Storage Cruiser (for example, if access paths are being set up, or access paths are being inherited), execute the processing again after the operation has completed.

- When the error code is 50:

The target storage device may not support the Eco-mode operation. Check that its storage device is a supported device by referring to "System administrator response" in the [ssmgr3210](#) message.

- When the error code is 51:

The firmware of the target storage device may not support the Eco-mode operation. Check that its firmware is a supported firmware by referring to "System administrator response" in the [ssmgr3210](#) message.

- When the error code is 60 or 70:

Check the device status and network environment for errors, and re-execute.

- When the error code is other:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*



- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3213

The disk rotation in the specified RAID group ({0}) cannot be started.

### Explanation

The disk rotation of the specified RAID group could not be started. Any of the following may be possible factors:

- Eco-mode of the target storage device is set to OFF.
- Eco-mode schedule of the target RAID group is not "External".
- Eco-mode of the target RAID group is set to OFF.
- Eco-mode of the target RAID group is "-" (hyphen).
- The volumes in the target RAID group are concatenated with other RAID groups by the LUN concatenation function, and the disk control for the related RAID groups cannot be done.

### Parameters

{0} : RAID group number. (Two or more RAID groups are separated by comma)

### System action

The system terminates processing.

### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Check the Eco-mode status. If the status is one the values below, change its setting and re-execute.

- When the "Current Eco-mode setting" is OFF:  
Set the Eco-mode of the target storage device to ON.
- When the "Schedule(No-Name)" of the target RAID group is not "External":  
If you would like to control the Eco-mode schedule by using this software, set the Eco-mode of the target RAID group to ON.  
When the "Eco-mode" is already ON, it has been set by ETERNUSmgr and is not set by this software. If you would like to control the Eco-mode schedule in this software, set the Eco-mode of the target RAID group to ON by using this software.
- When the "Eco-mode" of the target RAID group is OFF:  
Set the Eco-mode of the target RAID group to ON.
- When the "Eco-mode" of the target RAID group is "-" (hyphen):  
The Eco-mode setting cannot be done, because the target RAID group fits the following any conditions.
  - The RAID group for which the system disk is included
  - The RAID group for which it is set in the NAS area
  - The RAID group for which the mainframe volumes, MVV volumes or MVV Concatenation volumes are registered
  - The RAID group for which no volumes are registered
- When the volumes in the target RAID group are concatenated with other RAID groups by the LUN concatenation function:  
Check the followings.
  - When the Eco-mode schedule of the related RAID groups is not "External", the disk rotation cannot be started. Set the Eco-mode schedule of all the related RAID groups to "External".
  - When the Eco-mode of the related RAID groups is set to OFF, the disk rotation cannot be started. Set the Eco-mode of all the related RAID groups to ON.

- When the Eco-mode of the related RAID groups is "-" (hyphen), the disk rotation cannot be started. When the volumes are concatenated with the RAID group for which the Eco-mode cannot be set, the disk rotation cannot be started.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

## ssmgr3214

The disk rotation in the specified RAID group ({0}) cannot be stopped.

### Explanation

The disk rotation of the specified RAID group could not be stopped. Any of the following may be possible factors:

- Eco-mode of the target storage device is set to OFF.
- Eco-mode schedule of the target RAID group is not "External".
- Eco-mode of the target RAID group is set to OFF.
- Eco-mode of the target RAID group is "-" (hyphen).
- The volumes in the target RAID group are concatenated with other RAID groups by the LUN concatenation function, and all of the related RAID groups are not specified.

### Parameters

{0} : RAID group number. (Two or more RAID groups are separated by comma)

### System action

The system terminates processing.

### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Check the Eco-mode status. If the status is one the values below, change its setting and re-execute.

- When the "Current Eco-mode setting" is OFF:

Set the Eco-mode of the target storage device to ON.

- When the "Schedule(No-Name)" of the target RAID group is not "External":

If you would like to control the Eco-mode schedule by using this software, set the Eco-mode of the target RAID group to ON.

When the "Eco-mode" is already ON, it has been set by ETERNUSmgr and is not set by this software. If you would like to control the Eco-mode schedule in this software, set the Eco-mode of the target RAID group to ON by using this software.

- When the "Eco-mode" of the target RAID group is OFF:

Set the Eco-mode of the target RAID group to ON.

- When the "Eco-mode" of the target RAID group is "-" (hyphen):

The Eco-mode setting cannot be done, because the target RAID group fits the following any conditions.

- The RAID group for which the system disk is included
- The RAID group for which it is set in the NAS area
- The RAID group for which the mainframe volumes, MVV volumes or MVV Concatenation volumes are registered
- The RAID group for which no volumes are registered

- When the volumes in the target RAID group are concatenated with other RAID groups by the LUN concatenation function, and all of the related RAID groups are not specified:

Execute the disk rotation stopping by specifying all of the related RAID groups. However, the disk rotation may be not able to be stopped even if its operation is executed.

Check the followings.

- When the Eco-mode schedule of the related RAID groups is not "External", the disk rotation cannot be stopped. Set the Eco-mode schedule of all the related RAID groups to "External".
- When the Eco-mode of the related RAID groups is set to OFF, the disk rotation cannot be stopped. Set the Eco-mode of all the related RAID groups to ON.
- When the Eco-mode of the related RAID groups is "-" (hyphen), the disk rotation cannot be stopped. When the volumes are concatenated with the RAID group for which the Eco-mode cannot be set, the disk rotation cannot be stopped.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3215

Failed to communicate with the storage device.

### Explanation

An error occurred during communication with the storage device.

### System action

The system terminates processing.

### System administrator response

Any of the following may be possible factors:

- The target storage device has been locked by another operation. If ETERNUSmgr is open, log out and re-execute the processing. If the settings for the storage device are in the process of being changed using Storage Cruiser (for example, if access paths are being set up, or access paths are being inherited), then execute the processing again after the operation has completed.
- An error may have occurred on the communication destination storage device or network. Check the connection between the server that the Manager is installed and the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3216

The storage device that supports the Eco-mode operation is not connected with the specified server.

### Explanation

The processing failed. Because the storage device that is connected with the specified server does not exist or does not support the Eco-mode operation.

## System action

The system terminates processing.

## System administrator response

Check the connection between the specified server and the storage device, and check that its storage device supports the Eco-mode operation. Refer to [System administrator response] in the [ssmgr3210](#) message for the storage devices that support the Eco-mode operation.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3217

The specified RAID group ({0}) does not exist.

## Explanation

The processing failed, because the specified RAID group in the storage device does not exist.

## Parameters

{0} : RAID group number

## System action

The system terminates processing.

## System administrator response

Specify the correct RAID group number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3219

The specified device ({0}) is not a server, or is not registered in this software.

## Explanation

The specified device is not a server node, or it is not registered as the managed server node in this software.

## Parameters

{0} : Specified IP address

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- The device of the specified IP address may be not the server node. Check the specified IP address.
- The specified server may have not been registered in this software. Check that its device is registered in this software. If not registered, register its device, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3220

A time-out occurred during the starting disks in the RAID group.

### Explanation

The timeout occurred during start the RAID group with synchronous mode.

### System action

The system terminates processing.

### System administrator response

Change the timeout value to big by using -time option, and re-execute, if the RAID group status is neither "Active" nor "start request". Refer to "storageadm spindle (Disk control command)" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the -time option.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3221

A time-out occurred during the stopping disks in the RAID group.

### Explanation

The timeout occurred during stop the RAID group with synchronous mode.

### System action

The system terminates processing.

### System administrator response

Change the timeout value to big by using -time option, and re-execute, if the RAID group status is neither "Idle" nor "stop request". Refer to "storageadm spindle (Disk control command)" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the -time option.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3222

The disks tried to stop might be used from other servers ({0}). Therefore, the stopping process was discontinued.

#### Explanation

The disks used from the specified server may be used from other servers. Therefore, the stopping process was discontinued.

#### Parameters

{0} : Server name or WWPN of HBA

#### System action

The system terminates processing.

#### System administrator response

Check the operating status and the disk using status in the displayed other servers.

When the server has been registered in this software, the name of its server is displayed.

When the server has not been registered in this software, the WWPN value of HBA that is loaded in its server is displayed.

When the stop of disk is possible, e.g. other servers have stopped or the share disk is not used, re-execute the command with -f option.

Refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the command.

---

### ssmgr3223

The storage device ({0}) is not in the Eco-mode operation.

#### Explanation

The storage device that is not started the Eco-mode operation is specified.

#### Parameters

{0} : IP address of storage device

#### System action

The system terminates processing.

#### System administrator response

Check that the Eco-mode operation is started in the specified storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3224

The Eco-mode has already started.({0})

#### Explanation

Eco-mode operation has already been started.

## Parameters

{0} : IP address of the storage device

## System action

The system terminates processing.

## System administrator response

Check that the Eco-mode operation is started in the specified storage device. If Eco-mode operation is already started and this message is output, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3225

The Eco-mode has already been suspended.({0})

## Explanation

Eco-mode is not operating.

## Parameters

{0} : IP address of the storage device

## System action

The system terminates processing.

## System administrator response

Check the Eco-mode operation status in the specified storage device. If Eco-mode operation has not been started and this message is output, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3226

The specified raid group ({0}) is not set the Eco-mode.

## Explanation

Eco-mode cannot be set for the RAID group.

## Parameters

{0} : RAID group number

## System action

The system terminates processing.

## System administrator response

The status of the specified RAID group makes it impossible to set Eco-mode. Check the RAID group status, then try again. Alternatively, refer to "Energy-saving operation for storage device" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the RAID groups for which Eco-mode cannot be set.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3227

The specified raid group is not set the Eco-mode.

## Explanation

Eco-mode cannot be released for a RAID group for which Eco-mode is not already set.

## System action

The system terminates processing.

## System administrator response

Check the Eco-mode status of the specified RAID group, check the RAID group status, then try again. Alternatively, if Eco-mode cannot be released, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3228

The specified raid group number cannot operate.

## Explanation

Processing was aborted because the following RAID groups were specified:

- RAID group used in Thin Provisioning Pool
- RAID group used in Flexible Tier Sub Pool
- Mainframe RAID group
- RAID group for REC Disk buffer
- RAID group of Stripe-Size expansion
- Temporary RAID group created while executing the Logical Device Expansion

## System action

The system terminates processing.

## System administrator response

Check the RAID group status, and re-execute. If the Eco-mode cannot be cleared and the problem is not resolved, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.



- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3301

Failed to obtain the disk information.

#### Explanation

The disk information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3302

Failed to obtain the raidgroup information.

#### Explanation

The RAID group information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3303

Failed to create the raidgroup.

#### Explanation

The RAID group cannot be created.

#### System action

The system terminates processing.

#### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3304

Failed to delete the raidgroup.

#### Explanation

The RAID group cannot be deleted.

#### System action

The system terminates processing.

#### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3305

Failed to obtain the volume information.

#### Explanation

The volume information cannot be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3306

Failed to create the volume.

#### Explanation

The volume cannot be created.

#### System action

The system terminates processing.

## System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.  
Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3307

Failed to delete the volume.

### Explanation

The volume cannot be deleted.

### System action

The system terminates processing.

## System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.  
Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3308

Failed to format the volume.

### Explanation

The volume cannot be formatted.

### System action

The system terminates processing.

## System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.  
Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3309

Failed to obtain the affinitygroup.

### Explanation

The affinitygroup information cannot be obtained.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3310

Failed to create the affinitygroup.

### Explanation

The affinitygroup cannot be created.

### System action

The system terminates processing.

### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3311

Failed to delete the affinitygroup.

### Explanation

The affinitygroup cannot be deleted.

### System action

The system terminates processing.

### System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3312

Failed to modify the affinitygroup.

## Explanation

The affinitygroup cannot be modified.

## System action

The system terminates processing.

## System administrator response

If the IP address of the storage device is an IP address on the Slave CM side, re-register using an IP address on the Master CM side.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3317

Failed to modify the iSCSI Port.

## Explanation

It failed to set the iSCSI port.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3318

Failed to obtain the iSCSI Port.

## Explanation

It failed to obtain the iSCSI port.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3320

Failed to obtain the port information.

## Explanation

It failed to obtain the port information.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3321

Failed to obtain the volume format progress.

## Explanation

It failed to obtain the volume format progress.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3323

Failed to obtain the iSCSI Port ping status.

## Explanation

It failed to obtain the ping status from the iSCSI port.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3324

Failed to create the hostresponse.

## Explanation

It failed to create the HostResponse.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3325

Failed to modify the hostresponse.

## Explanation

It failed to configure the HostResponse.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3326

Failed to delete the hostresponse.

## Explanation

It failed to delete the HostResponse.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3327

Failed to execute the LDE.

## Explanation

It failed to execute the Logical Device Expansion.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3328

Failed to obtain the raidgroup process progress.

## Explanation

It failed to obtain the progress information of the RAID group processing.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3329

Failed to execute the RAID migration.

## Explanation

It failed to execute the RAID Migration.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3330

Failed to obtain the RAID migration progress.



## Explanation

It failed to obtain the progress information of the RAID Migration processing.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3331

Failed to balance the Thin Provisioning Volume.

## Explanation

It failed to balance the Thin Provisioning Volume.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3332

Failed to obtain the balance level of Thin Provisioning Volume.

## Explanation

It failed to obtain the balance level of the Thin Provisioning Volume.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3333

Failed to obtain the Thin Provisioning Volume balance progress.

## Explanation

It failed to obtain the progress information of the Thin Provisioning Volume balance processing.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3334

Failed to create the Thin Provisioning Pool.

## Explanation

It failed to create the Thin Provisioning Pool.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3335

Failed to expand the Thin Provisioning Pool capacity.

## Explanation

It failed to expand the Thin Provisioning Pool capacity.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3336

Failed to delete the Thin Provisioning Pool.

## Explanation

It failed to delete the Thin Provisioning Pool.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3337

Failed to format the Thin Provisioning Pool.

## Explanation

It failed to format the Thin Provisioning Pool.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3338

Failed to set alarm of the Thin Provisioning Pool.

## Explanation

It failed to set the threshold for the Thin Provisioning Pool.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3339

Failed to obtain the Thin Provisioning Pool information.

## Explanation

It failed to obtain the Thin Provisioning Pool information.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3340

Failed to obtain the Thin Provisioning mode information.

## Explanation

It failed to obtain the information of the Thin Provisioning function.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3341

Failed to expand the Thin Provisioning Volume capacity.

## Explanation

It failed to expand the Thin Provisioning Volume capacity.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3342

Failed to set alarm of the Thin Provisioning Volume.

## Explanation

It failed to set the threshold for the Thin Provisioning Volume.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3343

Failed to create the Host WWN.

## Explanation

It failed to create the Host WWN.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3344

Failed to delete the Host WWN.

## Explanation

It failed to delete the Host WWN.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3346

Failed to modify the FC-port.

## Explanation

It failed to configure the FC-port.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3347

Failed to create the HostAffinity.

## Explanation

It failed to create the Host Affinity.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3348

Failed to delete the HostAffinity.

## Explanation

It failed to delete the Host Affinity.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3349

Failed to modify the Host WWN.

## Explanation

It failed to configure the Host WWN.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3351

The specified device ({0}) is not registered in this software.

## Explanation

The specified device is not registered as the managed device in this software.

## Parameters

{0} : Specified IP address

## System action

The system terminates processing.

## System administrator response

Check that the specified device is registered in this software. If not registered, register its device, and re-execute.

---

## ssmgr3352

Two or more devices to which specified IP address ({0}) was set were detected.

## Explanation

The device could not be identified because more than one device with the specified IP address were detected.

## Parameters

{0} : Specified IP address

## System action

The system terminates processing.

## System administrator response

Check whether the same IP address has been set up for more than one device (as a result of configuring devices manually, for example).

To change the IP address of a device, using the Web Console, delete the settings for the device, and register it again with the new IP address.

Check that the IP address to be specified is unique within this software, and execute the processing again.

---

## ssmgr3353

The "Monitoring Status" of the specified storage device ({0}) is not "normal".

## Explanation

The status of the specified storage device is not "normal".

## Parameters

{0} : IP address of the storage device

## System action

The system terminates processing.

## System administrator response

The status for the specified storage device may be any possibility of the following factors:

- When the status is warning (Unknown):

An error may have occurred with the network or with the destination storage device. Check the status of the connection between the storage device and the device where the Manager is installed.

- When the storage device is not registered:

The storage device has been detected by this software, but it has not been registered. Register it, and execute the processing again.

---

## ssmgr3354

The "Monitoring Status" of the specified switch ({0}) is not "normal".

## Explanation

The status of the specified switch device is not "normal".

## Parameters

{0} : IP address of the switch device

## System action

The system terminates processing.

## System administrator response

The status for the specified switch device may be any possibility of the following factors:

- When the status is warning:

An error may have occurred with the network or with the destination switch. Check if the status of the switch or network is faulty. Otherwise, the account information that has been set up for the device may not match the account information for the device that is managed by this software. Using the Web Console, change the account information managed by this software, and execute the processing again.

- When the switch device is not registered:

The switch device has been detected by this software, but it has not been registered. Register it, and execute the processing again.

---

## ssmgr3355

The specified device ({0}) is not a device to be operated.

## Explanation

The specified device cannot be operated.

## Parameters

{0} : Specified IP address of the device

## System action

The system terminates processing.



## System administrator response

Check that the device with the specified IP address is either a storage device or a switch.

Execute the processing again after specifying the IP address of either a storage device or a switch (or both).

---

### ssmgr3356

Two or more storage devices were specified.

## Explanation

The multiple storage devices were specified, so the processing failed.

## System action

The system terminates processing.

## System administrator response

To specify multiple IP addresses, execute the processing again by specifying the IP address of a storage device for which zones have been set up and the IP address of a switch for which zoning settings have been made.

---

### ssmgr3357

Two or more switches were specified.

## Explanation

The multiple switch devices were specified, so the processing failed.

## System action

The system terminates processing.

## System administrator response

To specify multiple IP addresses, execute the processing again by specifying the IP address of a storage device for which zones have been set up and the IP address of a switch for which zoning settings have been made.

---

### ssmgr3358

Specified CA ({0}) is not installed in the specified storage device ({1}).

## Explanation

Processing failed because the WWPN for the specified CA has not been stored on the specified storage device.

## Parameters

{0} : WWPN of the specified CA

{1} : IP address of the specified storage device

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the WWPN for the specified CA. If the WWPN for the specified CA is incorrect, execute the processing again by specifying a WWPN (for the specified CA) that has been stored on the specified storage device.
- Check the IP address for the specified storage device. If the IP address for the specified storage device is incorrect, execute the processing again by specifying the IP address for a storage device where the WWPN for the specified CA has been stored.

---

## ssmgr3359

Specified CA ({0}) is not found in this software.

### Explanation

Processing failed because either: (1) the storage device (where the WWPN for the specified CA has been stored) has not been registered, or (2) the WWPN for the specified CA is incorrect.

### Parameters

{0} : WWPN of the specified CA

### System action

The system terminates processing.

### System administrator response

Any of the following may be possible factors:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.
- Check whether the storage device (where the WWPN for the specified CA has been stored) has been registered with this software. If not, register the storage device, and execute the processing again.

---

## ssmgr3360

The specified Affinity Group number ({0}) does not in the specified storage device ({1}).

### Explanation

The specified affinity group number does not exist in the specified storage device.

### Parameters

{0} : Specified affinity group number (decimal number)

{1} : IP address of the specified storage device

### System action

The system terminates processing.

### System administrator response

Any of the following may be possible factors:

- Check that the specified affinity group number exists in the specified storage device. If the specified affinity group number is wrong, specify the existing affinity group number in the specified storage device and re-execute.
- Check the IP address of the specified storage device. If it is wrong, specify the correct IP address of the storage device and re-execute.
- In all other cases, create the specified affinity group on the specified storage device and re-execute.

---

## ssmgr3361

Specified HBA WWPN ({0}) has already been set to the specified Affinity Group number ({1}).

### Explanation

The specified HBA WWPN is already set to the specified affinity group number.

### Parameters

{0} : Specified HBA WWPN

{1} : Specified affinity group number (decimal number)

## System action

The system terminates processing.

## System administrator response

Check the specified HBA WWPN.

If the specified HBA WWPN is correct, this indicates that the specified affinity group has already been set up and therefore no need to set it up again.

The specified HBA WWPN is wrong, specify the correct HBA WWPN and re-execute.

---

### ssmgr3362

Specified HBA WWPN ({0}) has already been set to a different Affinity Group number ({1}).

## Explanation

The specified HBA WWPN is already set to different affinity group number.

## Parameters

{0} : Specified HBA WWPN

{1} : Affinity group number (decimal number) that have been set.

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute.
- If the affinity group number has been changed, delete the settings for the specified HBA WWPN from the affinity group that has already been set up. Then, re-execute.

---

### ssmgr3363

Specified HBA WWPN ({0}) is not set to any Affinity Group of specified CA ({1}).

## Explanation

The specified HBA WWPN has not been set up in any of the affinity groups for the CA for the specified storage device.

## Parameters

{0} : Specified HBA WWPN

{1} : Specified CA WWPN

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute.
- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.

---

### ssmgr3364

Specified HBA WWPN ({0}) is not set to Affinity Group Number ({1}) of specified CA ({2}). Specified HBA WWPN ({0}) is set to Affinity Group Number ({3}).

## Explanation

The specified HBA WWPN is already set to different affinity group number.

## Parameters

- {0} : Specified HBA WWPN
- {1} : Specified affinity group number (decimal number)
- {2} : Specified CA WWPN
- {3} : Set affinity group number (decimal number)

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute.
- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.
- Check the specified affinity group number. If it is wrong, specify the correct affinity group number and re-execute.

---

## ssmgr3365

Specified CA ({0}) is not connected with the specified switch ({1}).

## Explanation

The specified CA is not connected with the specified switch device.

## Parameters

- {0} : Specified CA WWPN
- {1} : IP address of the specified switch device

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.
- Check the IP address of the specified switch device. If it is wrong, specify the correct IP address and re-execute.
- Check the status of the connection between the specified CA and the switches within the fabric that includes the specified switch. If the CA is not connected to any of the switches in the fabric, connect the CA to any of the switches in the fabric, and re-execute.

---

## ssmgr3366

Specified CA ({0}) is not connected with the switch.

## Explanation

The specified CA is not connected with the switch device.

## Parameters

- {0} : Specified CA WWPN

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.
- Check the status of the connection between the specified CA and the switches within the fabric that includes the specified switch. If the CA is not connected to any of the switches in the fabric, connect the CA to any of the switches in the fabric, and re-execute.

---

### ssmgr3367

Because the security of the specified switch ({0}) is not set, the zoning cannot be set.

## Explanation

Zoning settings cannot be made because security settings have not been made for the specified switch.

## Parameters

{0} : IP address of the specified switch device

## System action

The system terminates processing.

## System administrator response

Security settings have not been made because zoning settings have not been made for the specified switch. Make temporary zoning settings, and execute the processing again.

Refer to the *ETERNUS SF Storage Cruiser Operation Guide*, section "Environment Configuration" > "Fibre Channel Switch" > "SN200 (Brocade) Fibre Channel Switch" for information on setting up temporary zoning.

By specifying the -f option, zones can be forcibly set up even on fibre channel switches where zoning settings have not been made. However, if temporary zones are created, or if zoning settings are made forcibly by specifying the -f option, access from all zones other than the zone specified with the -f option will be blocked. For this reason, do not implement these measures while the target fibre channel switch environment is operating. Implement these measures immediately after the fibre channel switch environment has been installed and before operations have started (or while operations are paused).

---

### ssmgr3368

The specified zoning ({0}) has already been set to the specified switch ({1}).

## Explanation

The specified zoning is already set to the specified switch device.

## Parameters

{0} : zoning between the specified HBA WWPN and the specified CA WWPN

{1} : IP address of the specified switch device

## System action

The system terminates processing.

## System administrator response

Any of the following may be possible factors:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.
- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute.
- Check the IP address of the specified switch device. If it is wrong, specify the correct IP address and re-execute.
- If the combination of the specified HBA WWPN and CA WWPN is correct and the IP address of the specified switch is also correct, this indicates that the specified zoning has already been set up and therefore no need to set it up again.

---

## ssmgr3369

The specified zoning ({0}) is not exist in the specified switch ({1}).

### Explanation

Deletion of the specified zoning has failed because it has not been set up on the specified switch.

### Parameters

{0} : Zoning between the specified HBA WWPN and the specified CA WWPN

{1} : IP address of the specified switch device

### System action

The system terminates processing.

### System administrator response

Any of the following may be possible factors:

- Check the specified CA WWPN. If it is wrong, specify the correct CA WWPN and re-execute.
- Check the specified HBA WWPN. If it is wrong, specify the correct HBA WWPN and re-execute.
- Check the IP address of the specified switch device. If it is wrong, specify the correct IP address and re-execute.

---

## ssmgr3370

The principal switch in a fabric where the specified switch ({0}) belongs is not registered in this software.

### Explanation

The principal switch device in a fabric where the specified switch device belongs is not registered in this software.

### Parameters

{0} : IP address of the specified switch device

### System action

The system terminates processing.

### System administrator response

Check that all switch devices in a fabric where the specified switch device belong to is registered in this software. If any switch devices are not registered in this software, re-execute operation after registering devices.

---

## ssmgr3371

The "Monitoring Status" of the principal switch in a fabric where the specified switch ({0}) belongs is "undefined".

### Explanation

The processing failed, because the monitoring status of the principal switch device in a fabric where the specified switch device belongs is "undefined".

### Parameters

{0} : IP address of the specified switch device

### System action

The system terminates processing.

### System administrator response

The principal switch device in a fabric where the specified switch device belongs has been detected by this software, but it has not been registered. Register it as a SAN device, and execute the processing again.

---

## ssmgr3372

The "Monitoring Status" of the principal switch in a fabric where the specified switch ({0}) belongs is "invalid Password".

### Explanation

The processing failed, because the monitoring status of the principal switch device in a fabric where the specified switch device belongs is "invalid Password".

### Parameters

{0} : IP address of the specified switch device

### System action

The system terminates processing.

### System administrator response

Check the account information of the principal switch device in a fabric where the specified switch device belongs.

The account information that has been set up for the device does not match the account information for the device that is managed by this software. Using the Web Console, change the account information managed by this software, and execute the processing again.

---

## ssmgr3373

The specified iSCSI port (Name[{0}], IP Address[{1}]) is not found in the specified storage device ({2}).

### Explanation

The specified iSCSI port does not exist in the specified storage device.

### Parameters

{0} : iSCSI name specified for the iSCSI port

{1} : IP address specified for the iSCSI port

{2} : IP address specified for the storage device

### System action

The system terminates processing.

### System administrator response

Possible responses are:

- If the iSCSI name specified for the iSCSI port is invalid:  
Specify a valid iSCSI name for the iSCSI port, and re-execute.
- If the IP address specified for the iSCSI port is invalid:  
Specify a valid IP address for the iSCSI port, and re-execute.
- If the IP address specified for the storage device is invalid:  
Specify a valid IP address for the storage device, and re-execute.

---

## ssmgr3374

Specified iSCSI Host (Name[{0}], IP Address[{1}]) already has the setting in specified PortID ({2}).

### Explanation

The specified iSCSI host is already being used by the specified port.

### Parameters

{0} : iSCSI name specified for the iSCSI port

{1} : IP address specified for the iSCSI port

{2} : Specified Port ID

## System action

The system terminates processing.

## System administrator response

Possible responses are:

- If the iSCSI name specified for the iSCSI host is invalid:  
Specify a valid iSCSI name for the iSCSI host, and re-execute.
- If the IP address specified for the iSCSI host is invalid:  
Specify a valid IP address for the iSCSI host, and re-execute.
- If the port ID specified is invalid:  
Specify a valid port ID, and re-execute.

---

### ssmgr3375

Specified iSCSI Host (Name[{0}], IP Address[{1}]) does not have the setting in specified PortID ({2}).

## Explanation

The specified iSCSI host is not being used by the specified port.

## Parameters

{0} : iSCSI name specified for the iSCSI port  
{1} : IP address specified for the iSCSI port  
{2} : Specified Port ID

## System action

The system terminates processing.

## System administrator response

Possible responses are:

- If the iSCSI name specified for the iSCSI host is invalid:  
Specify a valid iSCSI name for the iSCSI host, and re-execute.
- If the IP address specified for the iSCSI host is invalid:  
Specify a valid IP address for the iSCSI host, and re-execute.
- If the port ID specified is invalid:  
Specify a valid port ID, and re-execute.

---

### ssmgr3376

Failed to obtain the iSCSI information of the specified device ({0}).

## Explanation

It failed to obtain the iSCSI port information of the specified device.

## Parameters

{0} : IP address specified for the storage device

## System action

The system terminates processing.



## System administrator response

The device with the specified IP address might not be a storage device. Check the device type for the specified IP address.

If the device for the specified IP address has not been detected by this software, detect the device and execute the processing again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3377

Specified iSCSI PortID ({0}) is not found in the specified storage device ({1}).

### Explanation

The specified port ID does not exist in the specified storage device.

### Parameters

{0} : Specified Port ID

{1} : IP address specified for the storage device

### System action

The system terminates processing.

## System administrator response

Possible responses are:

- If the port ID specified is invalid:

Specify a valid port ID, and re-execute.

- If the IP address specified for the storage device is invalid:

Specify a valid IP address for the storage device, and re-execute.

---

## ssmgr3378

The specified HostResponse number ({0}) does not in the specified storage device ({1}).

### Explanation

The specified HostResponse does not exist in the specified storage device.

### Parameters

{0} : Specified HostResponse number (decimal)

{1} : IP address specified for the storage device

### System action

The system terminates processing.

## System administrator response

Possible responses are:

- If the specified HostResponse number is invalid:

Specify a valid HostResponse number, and re-execute.

- If the IP address specified for the storage device is invalid:  
Specify a valid IP address for the storage device, and re-execute.

---

## ssmgr3400

The specified device ({0}) is not a storage device in this software.

### Explanation

The specified device is not storage device.

### Parameters

{0} : Specified IP address

### System action

The system terminates processing.

### System administrator response

The device with the specified IP address might not be a storage device. Check the device type for the specified IP address.

If the device for the specified IP address has not been detected by this software, detect the device and execute the processing again.

---

## ssmgr3401

The "Monitoring Status" of the specified storage device ({0}) is not "normal".

### Explanation

The status of the specified storage device is not "normal".

### Parameters

{0} : IP address of the specified storage device

### System action

The system terminates processing.

### System administrator response

An error may be occurred with the target storage device or the network. Check the status of the connection between the storage device and the device where the Manager is installed.

If there is no problem in the network environment, perform the following action:

- If the storage device is not registered:

The storage device has been detected by this software, but it has not been registered. Register it, and execute the processing again.

- If the user name or password has been changed on the connection destination storage device:

Set the correct user name and password using the Web Console.

If the above action does not resolve the problem, the user authentication may fail because the number of the SSH communication sessions to the target device has reached the upper limit. Reset the user name and password for the target device using the Web Console, and execute the processing again after disconnecting other SSH communication sessions.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3402

Failed to set or obtain the information for the storage device. Error code={0}, detail message={1}

### Explanation

An error has occurred with either: (1) the settings for the storage device, or (2) the information acquisition processing.

### Parameters

{0} : Error code

{1} : Detail message

### System action

The system terminates processing.

### System administrator response

- When the error code is 60, 70, or 80:

Check whether there are any errors with either the status of the device or the network environment, and execute the processing again.

If using the detection command for an iSCSI host on the connection target, check that the iSNS server settings for the iSCSI port are enabled and that an iSNS server is connected to the iSCSI port, and try processing again.

- When the error code is other number:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3403

Specified storage device ({0}) is a device of the uncorrespondence.

### Explanation

An error has occurred with either: (1) the settings for the storage device, or (2) the information acquisition processing.

### Parameters

{0} : IP address of the specified storage device

### System action

The system terminates processing.

### System administrator response

Check that the specified storage device is supported.

- When using Express:

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

Refer to "Commands for storage management" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the supported device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3404

Specified storage device ({0}) is being locked.

#### Explanation

The setting of the specified storage device is locked.

#### Parameters

{0} : IP address of the specified storage device

#### System action

The system terminates processing.

#### System administrator response

The specified storage device has been locked by another operation. If ETERNUSmgr is open, log out and re-execute the processing. If the settings for the storage device are in the process of being changed using Storage Cruiser (for example, if access paths are being set up, or access paths are being inherited), then execute the processing again after the operation has completed.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3405

The operation cannot be executed, because the fatal inconsistent data was detected in the database of this software.

#### Explanation

The fatal inconsistent data was detected in the database of this software.

#### System action

The system terminates processing.

#### System administrator response

Settings for the storage device have been made, but these settings have not been successfully reflected in the database for this software. Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3410

Specified RAID group ({0}) does not exist.

#### Explanation

The specified RAID group number does not exist.

## Parameters

{0} : RAID group number

## System action

The system terminates processing.

## System administrator response

Specify the correct RAID group number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3411

The volume of the unsupported is registered in specified RAID group ({0}).

## Explanation

Processing has terminated because there was a volume of a type that could not be deleted when the RAID group was forcibly deleted.

## Parameters

{0} : RAID group number

## System action

The system terminates processing.

## System administrator response

Check volumes that are registered in the RAID group, delete volumes excluding the OLU volumes by using ETERNUSmgr, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3412

Name cannot be specified for specified storage device ({0}).

## Explanation

Processing has terminated because an alias was specified for a device for which alias settings cannot be made.

## Parameters

{0} : IP address of the specified storage device

## System action

The system terminates processing.

## System administrator response

Check the storage device model. When the storage device is ETERNUS4000 or ETERNUS8000, the alias name cannot be set. Re-execute without setting alias name.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3413

Because the number of RAID groups reaches the upper bound, it is not possible to make it.

#### Explanation

The RAID group could not be created because the maximum number of RAID groups for the storage device has been reached.

#### System action

The system terminates processing.

## System administrator response

Check the number of RAID groups that have been registered with the device. To create a new RAID group, an existing RAID will need to be deleted.

---

### ssmgr3414

The RAID group cannot be made by combining specified disks ({0}).

#### Explanation

Processing has terminated because the specified combination of disks is incorrect.

#### Parameters

{0} : Disk number

#### System action

The system terminates processing.

## System administrator response

The problem may be due to one of the following. Check the disk and execute the processing again.

- An invalid combination of disks may have been specified when the RAID group was created
- A disk that is already being used by another RAID group may have been specified
- Disks with different types may have been specified
- A disk for system disk use only may have been specified
- A disk in the slot reserved for system disk may have been specified
- The specified disk may not exist
- The reason for failure to create the RAID group may be because the status of the specified disk is "error"
- The disk numbers unsuitable for the RAID Level (Only when using Express)

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3415

The value of assign CM({0}) specified when the RAID group is made is wrong.

### Explanation

Processing has terminated because the value of the CM (that was assigned when the RAID group was created) was incorrect.

### Parameters

{0} : Assigned CM

### System action

The system terminates processing.

### System administrator response

Specify the correct assigned CM number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3416

Specified volume ({0}) does not exist.

### Explanation

Processing has terminated because the one of the following volume was specified:

- A volume which has not been registered in the storage device.
- A volume in which both the RAID Migration and Thin Provisioning Volume balancing have not been executed.
- ODX Buffer Volume

When the Dynamic LUN Mirroring function of ServerView Resource Orchestrator is used, the specified REC copy group may be incorrect or the specified volume is not supported in the Dynamic LUN Mirroring function.

### Parameters

{0} : Volume number

### System action

The system terminates processing.

### System administrator response

Specify the correct volume number, and re-execute.

If using the Dynamic LUN Mirroring function of ServerView Resource Orchestrator, specify the correct volume number or the correct REC copy group name.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System administrator response] in the [ssmgr3583](#) message.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

## ssmgr3417

The type of specified volume ({0}) is a unsupported.

### Explanation

Processing has terminated, because the type of volume specified is not supported by the command or the specified volume is an ODX Buffer Volume.

### Parameters

{0} : Volume number

### System action

The system terminates processing.

### System administrator response

The supported volume types for each function are as follows.

Function	Supported Volume Type
Expanding of Thin Provisioning Volume capacity Caution alarm value setting for Thin Provisioning Volume Thin Provisioning Volume balancing	- Thin Provisioning Volume
List displaying of Snap Data Pool Volume sessions	- Snap Data Pool Volume
RAID Migration	- OLU - Thin Provisioning Volume - Flexible Tier Volume
Volume setting Flexible Tier Volume detail displaying	- Flexible Tier Volume
Volume deleting Volume formatting	- OLU that is not LUN concatenated - Snap Data Volume - Snap Data Pool Volume - Thin Provisioning Volume - Flexible Tier Volume
Others	- OLU that is not LUN concatenated - Snap Data Volume - Wide Striping Volume - Thin Provisioning Volume - Flexible Tier Volume

Specify the correct volume number, and re-execute.

The ETERNUS SF system cannot operate the ODX Buffer Volume.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.



- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3418

Because the number of AffinityGroup reaches the upper bound, it is not possible to make it.

#### Explanation

A new affinity group cannot be created because the maximum number of affinity groups has been reached.

#### System action

The system terminates processing.

#### System administrator response

Check the number of affinity groups that have been registered with the device. To create a new affinity group, an existing affinity group will need to be deleted.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3419

The specified alias name has already been registered.

#### Explanation

Processing has terminated because the specified alias cannot be registered more than once.

#### System action

The system terminates processing.

#### System administrator response

The specified alias name may already exist. Execute the processing again after specifying the correct alias name.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3420

Specified AffinityGroup({0}) does not exist.

#### Explanation

The specified affinity group does not exist.

## Parameters

{0} : Affinity group number

## System action

The system terminates processing.

## System administrator response

Specify the correct affinity group number, and re-execute.

---

### ssmgr3421

Connection AffinityGroup({0}) is a unsupported.

## Explanation

The connected affinity group is not supported.

## Parameters

{0} : Affinity group number

## System action

The system terminates processing.

## System administrator response

Check the correct affinity group number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3422

As for specified volume ({0}), the LUN mapping is done.

## Explanation

LUN mapping for the specified volume number is complete.

## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

Specify the correct volume number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3423

AffinityGroup({0}) is registered in the hostAffinity.

#### Explanation

The specified affinity group has been registered with the host affinity function.

#### Parameters

{0} : Affinity group number

#### System action

The system terminates processing.

#### System administrator response

Delete the affinity group from the host affinity, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3424

As for volume({1}) of specified AffinityGroup({0}), the mapping is not done.

#### Explanation

The volume for the specified affinity group has not been mapped.

#### Parameters

{0} : Affinity group number

{1} : Volume number

#### System action

The system terminates processing.

#### System administrator response

Specify the correct volume number of the affinity group, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3425

Specified LUN({0}) is not set to AffinityGroup({1}).

## Explanation

The specified LUN is not set to the affinity group.

## Parameters

{0} : LUN number

{1} : Affinity group number

## System action

The system terminates processing.

## System administrator response

Specify the correct LUN number of the affinity group, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3426

All mappings of specified AffinityGroup({0}) cannot be deleted.

## Explanation

All mappings of the specified affinity group cannot be deleted.

## Parameters

{0} : Affinity group number

## System action

The system terminates processing.

## System administrator response

To delete all mappings for the affinity group, delete the affinity group. Otherwise, specify an affinity group so that at least one mapping exists.

---

## ssmgr3427

Because the number of volumes that can be made in RAID group ({0}) exceeds the upper bound, the volume cannot be made.

## Explanation

Processing has terminated because the number of volumes exceeds the maximum number of volumes that can be created within a RAID group.

## Parameters

{0} : RAID group number

## System action

The system terminates processing.

## System administrator response

Check the number of volumes in the RAID groups that have been registered with the device. To create a new volume, either specify a different RAID group, or delete an existing volume.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3428

The status of specified RAID group ({0}) is abnormal.

### Explanation

The specified operation cannot be performed, because the status of the specified RAID group is abnormal or the Logical Device Expansion is executing for the specified RAID group.

### Parameters

{0} : RAID group number

### System action

The system terminates processing.

### System administrator response

Check the status of the RAID group. Execute the processing again after the status returns to "normal".

If the Logical Device Expansion is executing, execute the processing again after the Logical Device Expansion is completed.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3429

Because the capacity of specified RAID group ({0}) is insufficient, the volume cannot be made.

### Explanation

The volume cannot be created because the RAID group does not have enough capacity.

When a fragmentation occurs in the RAID group, the creatable volume capacity may be less than total free capacity of the RAID group.

### Parameters

{0} : RAID group number

### System action

The system terminates processing.

### System administrator response

Check the total free capacity for the RAID group, specify its value and less with the volume capacity and re-execute.

When the specified volume capacity is less than the total free capacity for the RAID group, check the maximum free capacity for the RAID group using the ETERNUS Web GUI and specify its value and less with the volume capacity, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3430

Because the number of volumes that can be made exceeds the upper bound, it is not possible to make it.

### Explanation

Processing has terminated because the number of volumes exceeds the maximum number of volumes that can be registered with the device.

### System action

The system terminates processing.

### System administrator response

Check the number of volumes that have been registered with the device. To create a new volume, an existing volume will need to be deleted.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3431

The volume exists in specified RAID group ({0}).

### Explanation

Processing has terminated because an attempt was made to delete the RAID group where the volume is located.

### Parameters

{0} : RAID group number

### System action

The system terminates processing.

### System administrator response

- When using Express:

RAID groups that contain volumes cannot be deleted. To delete RAID groups, please delete the volumes in the RAID group before deleting the RAID group.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

RAID groups that contain volumes cannot be deleted. Use either of the following methods to delete RAID groups:

- Delete the volumes in the RAID group before deleting the RAID group.

- If the volume is an open volume that is not LUN concatenated and not mapped, delete the RAID group forcibly by specifying the -f option.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3432

The firmware version of ETERNUS does not correspond to RAID6.

#### Explanation

The firmware of ETERNUS Disk storage system does not support the RAID6.

#### System action

The system terminates processing.

#### System administrator response

Check the firmware version of ETERNUS Disk storage system, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3433

Because RAID migration or Thin Provisioning Volume balancing is being performed, specified volume ({0}) cannot be operated.

#### Explanation

Operations cannot be performed on the volume because the RAID Migration or Thin Provisioning Volume balancing is in progress.

#### Parameters

{0} : Volume number

#### System action

The system terminates processing.

#### System administrator response

Execute the processing again after the RAID Migration or Thin Provisioning Volume balancing finishes.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3434

In the status of specified volume ({0}), it is not possible to process it.

## Explanation

The specified operation cannot be performed, because the status of the volume is "error" or the Advanced Copy is being performed for the volume.

## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

Check the volume status, and execute the processing again after the status returns to "normal".

If the Advanced Copy is being performed, then execute the processing again after the Advanced Copy processing has been completed or stopped.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3435

Because specified volume ({0}) is converting the encryption, it is not possible to operate it.

## Explanation

Processing has terminated because the encryption for the specified volume is being converted.

## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

Execute the processing again after the encryption conversion for the volume finishes.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3436

The RAID group where specified volume ({0}) is included cannot operate it because of the LDE.

## Explanation

Operations cannot be performed on the volume because Logical Device Expansion is being performed for the RAID group that includes the specified volume.



## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

Execute the processing again after the Logical Device Expansion for the RAID group finishes.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3437

LUN({1}) of specified AffinityGroup({0}) is used.

## Explanation

Processing has terminated because the specified LUN belongs to an affinity group.

## Parameters

{0} : Affinity group number

{1} : LUN number

## System action

The system terminates processing.

## System administrator response

Specify the correct LUN number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3438

Specified LUN({0}) is out of range.

## Explanation

The value specified for the LUN number is outside the range of values that can be registered for the device.

## Parameters

{0} : LUN number

## System action

The system terminates processing.

## System administrator response

Specify the correct LUN number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3439

The number of mappings of specified AffinityGroup({0}) exceeds the upper bound.

### Explanation

The number of mappings specified exceeds the maximum number of mappings that can be specified.

### Parameters

{0} : Affinity group number

### System action

The system terminates processing.

## System administrator response

Specify the correct mapping, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3440

The RAID group to make the specified volume does not exist.

### Explanation

There are no RAID groups where a volume can be created.

### System action

The system terminates processing.

## System administrator response

Specify the correct RAID group number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3441

The specified RAID group cannot register the volume.

### Explanation

The volume could not be registered in the RAID group.

### System action

The system terminates processing.

### System administrator response

Check the RAID group, and re-execute.

If the RAID group is one the types below, a volume cannot be registered in its RAID group.

- RAID group in which any volumes other than open volumes, SDV, SDPV or WSV have been registered
- RAID group used in Thin Provisioning Pool
- RAID group used in Flexible Tier Sub Pool
- RAID group used in the REC Disk buffer
- Temporary RAID group created while executing the Logical Device Expansion

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3442

Specified AffinityGroup({0}) already exists.

### Explanation

The specified affinity group cannot be registered because it already exists.

### Parameters

{0} : Affinity group number

### System action

The system terminates processing.

### System administrator response

Check the affinity group number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3443

The value of specified AffinityGroup({0}) is out of range.

### Explanation

The number for the specified affinity group is outside the range of values that can be specified for the device.

### Parameters

{0} : Affinity group number

### System action

The system terminates processing.

### System administrator response

Check the affinity group number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3444

The alias name is not specified.

### Explanation

The alias name is not specified.

### System action

The system terminates processing.

### System administrator response

Check the name that was specified when the affinity group was created, and execute the processing again.

To create an affinity group for ETERNUS DX60/DX60 S2/DX80/DX90 or ETERNUS2000, an alias must be specified. Set up an alias by specifying the -name option.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3445

The specification of the alias name is wrong.

### Explanation

The wrong alias name was specified.

### System action

The system terminates processing.

## System administrator response

Check the names that were specified when the RAID group, volume and affinity group were created, and execute the processing again. The following table shows the models for which aliases can be specified at creation time.

Storage Device Name	Creating Object	Alias Name	Omission
ETERNUS DX60/DX60 S2/DX80/DX90	RAID group, Volume	between 1 and 16 characters	possible
	Affinity group	between 1 and 16 characters	impossible
	Host response	between 1 and 16 characters	impossible
ETERNUS DX80 S2/DX90 S2 ETERNUS DX400/DX400 S2 series ETERNUS DX8000/DX8000 S2 series	RAID group, Thin Provisioning Pool, Volume	between 0 and 16 characters	possible
	Affinity group	between 1 and 16 characters	possible
	Host response	between 0 and 16 characters	possible
ETERNUS2000	RAID group, Volume	between 1 and 16 characters	possible
	Affinity group	between 1 and 8 characters	impossible
	Host response	between 0 and 8 characters	possible
ETERNUS4000 models 300 and 500 ETERNUS8000 models 700, 900, 1100 and 2100	RAID group, Volume	Unable to set	-
	Affinity group	between 1 and 8 characters	possible
	Host response	between 0 and 8 characters	possible
ETERNUS4000 models 400 and 600 ETERNUS8000 models 800, 1200 and 2200	RAID group, Thin Provisioning Pool, Volume	Unable to set	-
	Affinity group	between 1 and 16 characters	possible
	Host response	between 0 and 16 characters	possible

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3446

Specified Storage device ({0}) cannot make the RAID group of RAID5+0.

### Explanation

The specified storage device cannot make the RAID group of RAID5+0.

### Parameters

{0} : IP address of the storage device

### System action

The system terminates processing.

### System administrator response

Check if the storage device supports the RAID level of RAID5+0. Specify a supported RAID level and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3447

The specified Thin Provisioning Pool ({0}) does not exist.

### Explanation

The specified Thin Provisioning Pool number does not exist.

### Parameters

{0} : Thin Provisioning Pool number

### System action

The system terminates processing.

### System administrator response

Specify a valid Thin Provisioning Pool number, and try again.

---

### ssmgr3448

The specified notice value is invalid.

### Explanation

The specified notice threshold value is incorrect.

### System action

The system terminates processing.

### System administrator response

Specify a valid notice threshold value, and try again.

The following table shows the notice threshold value types and value ranges that can be set for Thin Provisioning Pool.

Type	Value Range
Caution	0 or 5 to 80 and Not larger than the Warning value

Type	Value Range
Warning	5 to 99 and Not smaller than the Caution value

The following table shows the notice threshold value types and value ranges that can be set for Snap Data Pool policy.

Type	Value Range
Information	1 to 97 and Smaller than the Warning value
Warning	2 to 98 and Larger than the Information value and Smaller than the Error value
Error	3 to 99 and Smaller than the Warning value

---

### ssmgr3449

The specified device or Thin Provisioning Pool information does not exist.

#### Explanation

The specified device or Thin Provisioning Pool information does not exist.

#### System action

The system terminates processing.

#### System administrator response

Specify a device for which Pool information exists and a Thin Provisioning Pool number. Then, try again.

---

### ssmgr3450

The specified device ({0}) is an unsupported Thin Provisioning.

#### Explanation

Thin Provisioning is invalid or not supported for the specified device.

#### Parameters

{0} : IP address of the storage device

#### System action

The system terminates processing.

#### System administrator response

The storage devices below support Thin Provisioning. Check the model and firmware version of the specified storage device. If the firmware is an older version, then apply firmware that supports Thin Provisioning and try again. If the firmware has been applied, register the license of Thin Provisioning and try again.

Storage Device Name	Firmware Version
ETERNUS DX80 S2, DX90 S2 ETERNUS DX400/DX400 S2 series ETERNUS DX8000/DX8000 S2 series	All versions
ETERNUS4000 models 400 and 600 ETERNUS8000 models 800, 1200 and 2200	V20L30 or later

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

### ssmgr3454

The specified port({0}) cannot set the HostReponse.

#### Explanation

The HostReponse number was specified for a port for which the affinity mode is ON.

#### Parameters

{0} : Port ID

#### System action

The system terminates processing.

#### System administrator response

Check that the port that was specified is valid, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

### ssmgr3455

Specified HostResponse({0}) does not exist.

#### Explanation

The specified HostResponse does not exist.

#### Parameters

{0} : Host Response number

#### System action

The system terminates processing.

#### System administrator response

Specify a valid HostResponse number, and re-execute.



If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3456

Specified server({0}) does not exist.

### Explanation

The specified server does not exist.

### Parameters

{0} : Host Table number

### System action

The system terminates processing.

### System administrator response

Specify a valid Host Table number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3457

The specified server({0}) is used with HostAffinity.

### Explanation

A server used in HostAffinity was specified.

### Parameters

{0} : Host Table number

### System action

The system terminates processing.

### System administrator response

Specify a valid Host Table number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3458

The specified port({0}) is a unsupported.

### Explanation

The specified port is unsupported.

### Parameters

{0} : Port ID

### System action

The system terminates processing.

### System administrator response

Specify a valid port ID, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3459

The specified server({0}) cannot used Connection AffinityGroup({1}).

### Explanation

A concatenated affinity group cannot be used in the Host Specific Mode for the HostResponse of the specified server.

### Parameters

{0} : Host Table number

{1} : Affinity group number

### System action

The system terminates processing.

### System administrator response

In order to use a concatenated affinity group, the Host Specific Mode for the HostResponse of the server must be HP-UX Mode (SCC). Check the Host Specific Mode for the HostResponse of the server, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3460

Because the number of HostAffinity of specified port({0}) reaches the upper bound, it is not possible to make it.

### Explanation

The Host Affinity cannot be registered because the Host Affinity number that can be registered for the port will exceed the upper limit.

## Parameters

{0} : Port ID

## System action

The system terminates processing.

## System administrator response

Check the Host Affinity number that was registered for the port. To register a new Host Affinity, you must either specify another port or delete any unnecessary Host Affinities.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3461

The specified server({0}) is not used with HostAffinity.

## Explanation

A server not used in Host Affinity was specified.

## Parameters

{0} : Host Table number

## System action

The system terminates processing.

## System administrator response

Specify a valid Host Table number, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3462

The specified port({0}) is wrong.

## Explanation

The specified port is invalid.

## Parameters

{0} : Port ID

## System action

The system terminates processing.

## System administrator response

Specify a valid port, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3463

Because the number of {0} reaches the upper bound, it is not possible to make it.

## Explanation

Cannot register because the upper limit that can be registered in the function will exceed the upper limit.

## Parameters

{0} : Function name

## System action

The system terminates processing.

## System administrator response

Check the number registered in the function shown in the function name of the message. To register a new one, you must delete any unnecessary ones that have been registered.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3464

The specified HostResponse({0}) cannot be used.

## Explanation

The specified Host Specific Mode for the HostResponse cannot be set.

## Parameters

{0} : HostResponse number

## System action

The system terminates processing.

## System administrator response

When LUN mapping for port which is used by the specified HostResponse is using LUN#256 or later, the Host Specific Mode for the HostResponse must be one of AIX Mode (Extended Address), HP-UX Mode (SCC), or Linux/NetApp V-Series Mode (Extended Address).

When the host which is used by the specified HostResponse is using the inked affinity group, the Host Specific Mode for the HostResponse must be HP-UX Mode (SCC).

Check the Host Specific Mode for the HostResponse, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3465

The specified value is used with other {0}.

### Explanation

A value already used with another function was specified.

### Parameters

{0} : Function name

### System action

The system terminates processing.

### System administrator response

The IP address, link local IP address, connection IP address, iSCSI name, iSCSI alias name, and iSCSI host name of the iSCSI port or iSCSI host cannot be registered when duplicated with other iSCSI port or iSCSI host settings. Check the settings, and re-execute. Refer to [Note] in "Connectivity Management" in the *ETERNUS SF Storage Cruiser Operation Guide* for information on the settings that cannot be registered when duplicated.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3467

Network setting of {0} is wrong.

### Explanation

The network setting is invalid.

### Parameters

{0} : Function name

### System action

The system terminates processing.

### System administrator response

The following settings cannot be specified for the iSCSI port IP address, subnet, or gateway:

- Network address
- Broadcast address
- The IP address and gateway IP address cannot be the same

- The IP address and gateway IP address cannot have different subnets

Check the settings, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3468

The specified port({0}) disable of security setting.

### Explanation

The security function is disabled for the specified port.

### Parameters

{0} : Port ID

### System action

The system terminates processing.

### System administrator response

The security function must be enabled for the specified port. Either enable the security function or specify a different port ID, and re-execute.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3469

IP address cannot be omitted.

### Explanation

In the current firmware version number, the iSCSI host IP address cannot be omitted.

### System action

The system terminates processing.

### System administrator response

Specify the iSCSI host IP address. To omit the iSCSI host IP address, refer to the storage device manual and update the firmware.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3470

The specified WWN({0}) has already been registered.

### Explanation

The processing was terminated, because the specified WWN cannot be multiple registered.

### Parameters

{0} : Specified WWN

### System action

The system terminates processing.

### System administrator response

The specified WWB may already exist. Execute the processing again after specifying the correct WWN.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3471

Because the number of WWN reaches the upper bound, it is not possible to make it.

### Explanation

The new WWN cannot be created, because the number of WWN reaches the upper limit.

### System action

The system terminates processing.

### System administrator response

When creating the new WWN, delete the existing WWN and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3472

The specified WWN({0}) is wrong.

### Explanation

The specified WWN is wrong.

## Parameters

{0} : Specified WWN

## System action

The system terminates processing.

## System administrator response

Execute the processing again after specifying the correct WWN.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3473

Specified Storage device ({0}) cannot set the Host Specific Mode({1}).

## Explanation

The specified Host Specific Mode of the Host Response cannot be set.

## Parameters

{0} : IP address of storage device

{1} : Host Specific Mode

## System action

The system terminates processing.

## System administrator response

The Host Specific Mode which can be set is as follows:

Storage Device Name	0:Normal Mode	1:AIX Mode	2:AIX Mode (Address Expansion)	3:HP-UX Mode (SCC)	4:VMware Mode	5:Linux/NetApp V-Series Mode (Address Expansion)
ETERNUS DX60/DX60 S2/DX80/DX90	A	A	N/A	A	N/A	N/A
ETERNUS DX80 S2/DX90 S2	A	N/A	A	A	N/A	A
ETERNUS DX400 series	A	A	A	A	N/A	A
ETERNUS DX400 S2 series	A	N/A	A	A	N/A	A
ETERNUS DX8000 series	A	A	A	A	N/A	A
ETERNUS DX8000 S2 series	A	N/A	A	A	N/A	A
ETERNUS2000 models 50, 100 and 200	A	A	N/A	A	A	N/A
ETERNUS4000 models 300 and 500	A	A	A	A	A	A
ETERNUS4000 models 400 and 600	A	A	A	A	N/A	A
ETERNUS8000 models 700, 900, 1100 and 2100	A	A	A	A	A	A
ETERNUS8000 models 800, 1200 and 2200	A	A	A	A	N/A	A



(A=Available, N/A=Not Available)

Check that the Host Specific Mode which can be set is specified, and try again

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3476

Specified HostResponse ({9}) cannot set the Host Specific Mode ({15}).

### Explanation

The specified Host Specific Mode cannot be set.

### Parameters

{15} : Host Specific Mode

### System action

The system terminates processing.

### System administrator response

The specified Host Specific Mode cannot be set, due to either a host response used on a port using LUN#256 or higher in the LUN mapping, or due to a host response used on a host WWN on which an Affinity group has been created. Check the port or the host WWN and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3478

Because it is default HostResponse({9}), the specified HostResponse({9}) cannot delete.

### Explanation

The default HostResponse was specified.

### Parameters

{9} : HostResponse number

### System action

The system terminates processing.

### System administrator response

The default HostResponse cannot be deleted. Check the specified HostResponse.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr3479

Because it is default HostResponse ({9}), the specified option cannot set.

### Explanation

The option that cannot be set to the default HostResponse is specified.

### Parameters

{9} : HostResponse number

### System action

The system terminates processing.

### System administrator response

The following option cannot be specified with the default HostResponse.

- Alias name of HostResponse

Check the specified HostResponse or option, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr3482

The specified size type of disk is wrong.

### Explanation

The specified disk capacity type is wrong.

### System action

The system terminates processing.

### System administrator response

Specify the correct disk capacity type, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3483

The specified function is not supported in the current firmware.

### Explanation

The current firmware version does not support one or more of below functions:

- Snap Data Pool function
- Snap Data Pool Volume function
- Thin Provisioning function
- Flexible Tier function
- RAID group automatic creation function
- RAID group automatic creation function for Flexible Tier Sub Pool
- REC path settings from ETERNUS DX90, ETERNUS DX400/DX8000 series, ETERNUS4000 models 400 and 600, ETERNUS8000 models 800, 1200 and 2200 to ETERNUS DX90 S2, ETERNUS DX400 S2 series, ETERNUS DX8000 S2 series.

### System action

The system terminates processing.

### System administrator response

If use the function, refer to the manuals of the storage device and update the firmware.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3486

The resource of the device ({0}) is insufficient.

### Explanation

- When using Express:  
The maximum capacity allowing for synchronous format has been exceeded.
- When using Storage Cruiser:  
The operation cannot be performed because of any of the following reasons:
  - The maximum capacity allowing for both RAID Migration and Thin Provisioning Volume balancing at the same time has been exceeded.
  - The maximum capacity allowing for synchronous format has been exceeded.

### Parameters

{0} : IP address of storage device

### System action

The system terminates processing.

## System administrator response

Execute the operation again after the format, RAID Migration or Thin Provisioning Volume balancing currently executing has been completed.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3487

The RAID group cannot be made on the specified condition. {0}

## Explanation

Any of the following may be possible factors:

- The RAID group cannot be created under the conditions that were specified for disk type, RAID level, capacity and number of RAID groups.
- The RAID group for configuring a Thin Provisioning Pool cannot be created under the conditions that were specified either for disk type, reliability, disk capacity type and number of RAID groups, or for disk type, reliability and Thin Provisioning Pool capacity.
- The RAID group for configuring a Flexible Tier Sub Pool cannot be created under the conditions that were specified for disk type, reliability and Flexible Tier Sub Pool capacity.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Review the conditions for creating a RAID group, RAID group for configuring a Thin Provisioning Pool and RAID group for configuring a Flexible Tier Sub Pool. Then, try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3488

The volume exists in specified Thin Provisioning Pool ({0}).

## Explanation

Processing was terminated due to an attempt to delete a Thin Provisioning Pool that contains a volume.

## Parameters

{0} : Thin Provisioning Pool number

## System action

The system terminates processing.

## System administrator response

The Thin Provisioning Pool that has volumes cannot be deleted. Delete all volumes in the Thin Provisioning Pool, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3489

Unable to execute the command. detail message={0}

## Explanation

The command cannot be executed.

## Parameters

{0} : Detail message

## System action

The system terminates processing.

## System administrator response

Check the parameters and the device status according to the detailed message, and try again after solving the problem.

Message ID of Detail Message	Action Plan
STXS7006	<ul style="list-style-type: none"><li>- When the result in the detail message is 73: The command cannot be executed because the copy session control is being performed. Wait for a minute, and try again.</li><li>- In all other cases: Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.<ul style="list-style-type: none"><li>- When using Express: "Trouble analysis" in the <i>ETERNUS SF Express Operation Guide</i></li><li>- When using Storage Cruiser: "Troubleshooting information" in the <i>ETERNUS SF Storage Cruiser Operation Guide</i></li></ul></li></ul>
STXS8034	Mainframe resources cannot be operated. Check that a Mainframe resource is not specified and try again.
STXS8101	<p>It cannot be operated because of the memory shortage error. Perform either of the following actions:</p> <ul style="list-style-type: none"><li>- There is a possibility where the memory area in the ETERNUS Disk storage system is temporarily insufficient. Try again after waiting about one minute.</li><li>- If this message is output on setting the copy table size, there is a possibility to exceed the maximum capacity of the copy table size that can be set to the storage device. Review the copy table size to be specified, and try again.</li></ul>

Message ID of Detail Message	Action Plan
STXS8160	It cannot be operated because there is a forcibly stopped processing. Login to the ETERNUS Web GUI and take over the processing according to the message output at login time.
Others	<p>Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.</p> <ul style="list-style-type: none"> <li>- When using Express: "Trouble analysis" in the <i>ETERNUS SF Express Operation Guide</i></li> <li>- When using Storage Cruiser: "Troubleshooting information" in the <i>ETERNUS SF Storage Cruiser Operation Guide</i></li> </ul>

---

## ssmgr3490

The function of the device ({0}) is disable.

### Explanation

The operation cannot be performed because the license for one of the following functions has not been registered or the function is disabled:

- Thin Provisioning function
- Encryption function
- Advanced Copy function
- Flexible Tier function

### Parameters

{0} : IP address of storage device

### System action

The system terminates processing.

### System administrator response

Register the corresponding license or enable the function and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3491

The status of device ({0}) is abnormal.

### Explanation

The specified operation cannot be performed because the status of the device is "error".

### Parameters

{0} : IP address of storage device

## System action

The system terminates processing.

## System administrator response

Check the device status, and execute the processing again after the status returns to "normal".

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3492

Source of RAID migration is same as destination of RAID migration.

## Explanation

The operation cannot be performed because of any of the following reasons:

- The RAID group at the target of RAID Migration is the same as the one with which the volume at the source of RAID Migration is affiliated.
- The Thin Provisioning Pool at the target of RAID Migration is the same as the one with which the volume at the source of RAID Migration is affiliated.

## System action

The system terminates processing.

## System administrator response

Specify values for the RAID group or Thin Provisioning Pool at the target of RAID Migration that are different from those with which the volume at the source of RAID Migration is affiliated, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3493

The specified volume ({0}) is formatting.

## Explanation

The operation cannot be performed because the specified volume is formatting.

## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

After the volume formatting is completed, try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3494

Start of RAID migration is failed.

### Explanation

If failed to start the RAID Migration processing.

### System action

The system terminates processing.

### System administrator response

Check the status of the storage device and the network environment for any errors and try again.

If any working volume is remaining in the RAID group or Thin Provisioning Pool at the target of RAID Migration, delete the volume.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3495

The specified disk ({0}) cannot be used.

### Explanation

The problem can be one of the following:

- When creating the Hot Spare disk:

- The specified disk is the system disk.
- The specified disk is not the data disk.
- The status of the specified disk is abnormal.
- The specified disk is used in RAID group.
- The specified disk is of another type than those in the RAID group.
- The capacity of the specified disk is less than that of the smallest disk of which the RAID group consists.

- When deleting the Hot Spare disk:

- The specified disk is not the Hot Spare disk.
- The status of the specified disk is not which of "Spare", "Broken", and "Not Exist".

### Parameters

{0} : Disk number



## System action

The system terminates processing.

## System administrator response

Check the disk to be used, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3496

The specified volume ({0}) cannot be used.

## Explanation

The problem can be one of the following:

- The status of the specified disk is abnormal.
- An attempt was made to carry out scheduled deletion on a Snap Data Pool Volume with scheduled deletion.

## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

Confirm the state of the specified value and execute it again after it changes normally.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3500

The specified Thin Provisioning Pool ({0}) cannot operate.

## Explanation

RAID Migration of an encrypted volume to an unencrypted Thin Provisioning Pool cannot be carried out.

## Parameters

{0} : Thin Provisioning Pool number

## System action

The system terminates processing.

## System administrator response

Check the Thin Provisioning Pool status, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3501

The capacity of specified Thin Provisioning Pool ({0}) is insufficient.

### Explanation

The operation cannot be performed because the capacity of the Thin Provisioning Pool which is the RAID Migration destination is insufficient.

### Parameters

{0} : Thin Provisioning Pool number

### System action

The system terminates processing.

## System administrator response

Check the available capacity of the Thin Provisioning Pool, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3502

The specified value is out of range. {0}

### Explanation

Any of the following specified values are outside ranges that can be specified:

- disk
- RAID group
- Number of created RAID groups
- Thin Provisioning pool
- Flexible Tier Pool
- Flexible Tier Sub Pool
- Flexible Tier Pool Element
- volume
- volume capacity

- HostResponse
- port
- Host WWN
- iSCSI host
- SAS host
- affinity group
- LUN
- REC transfer buffer
- REC path

**Parameters**

{0} : Detail information of error (This may not be displayed.)

**System action**

The system terminates processing.

**System administrator response**

Execute it again after confirming the specified value or the state of the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:
  - "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:
  - "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

**ssmgr3503**

The status of specified value is invalid. {0}

**Explanation**

The status of any of the following values cannot be processed injustice or the uninstalling hatchet:

When using Express	When using Storage Cruiser
- disk	- disk
- RAID group	- RAID group
- Thin Provisioning pool	- Thin Provisioning pool
- volume	- Flexible Tier Pool
- CM	- Flexible Tier Sub Pool
- port	- Flexible Tier Pool Element
	- volume
	- CM
	- CPU in CM
	- port
	- port setting status

When using Express	When using Storage Cruiser
	- SAS host

### Parameters

{0} : Detail information of error (This may not be displayed.)

### System action

The system terminates processing.

### System administrator response

Confirm the state of the specified value and execute it again after it changes normally.

If this error is output during the volume relocation stop processing of Automated Storage Tiering function, check the status of the Tier pool where the volume to be relocated belongs. If the Tier pool status is not normal, try the volume relocation stop processing again after the Tier pool status returns to normal.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3504

The specified value cannot be used. {0}

### Explanation

Any of the following specified values cannot be used:

- disk
- RAID group
- Thin Provisioning pool
- Flexible Tier Pool
- Flexible Tier Sub Pool
- Flexible Tier Pool Element
- volume
- HostResponse
- port
- affinity group

### Parameters

{0} : Detail information of error (This may not be displayed.)

### System action

The system terminates processing.

### System administrator response

It is possible that an operation that cannot be performed for the specified value has been executed. Check the specified value for any mistakes.

If there is any mistake, specify the correct value and try the operation again.  
 If there is no mistake, try the operation again after confirming the status of the specified value.

Logical Device Expansion cannot be executed while setting the Eco-mode.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
   "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
   "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

### ssmgr3505

The RAID level is wrong.

#### Explanation

The operation cannot be performed because the RAID level is wrong.

#### System action

The system terminates processing.

#### System administrator response

Check the specified RAID level or the storage device status, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
   "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
   "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

### ssmgr3506

The specified value is in use. {0}

#### Explanation

Any of the following specified values are already being used and cannot be specified:

When using Express	When using Storage Cruiser
- disk	- disk
- volume	- Thin Provisioning pool
- affinity group	- Flexible Tier Pool
- port	- Flexible Tier Sub Pool
	- Flexible Tier Pool Element
	- volume
	- HostResponse
	- affinity group
	- host WWN
	- iSCSI host

When using Express	When using Storage Cruiser
	<ul style="list-style-type: none"> <li>- SAS host</li> <li>- port</li> <li>- Logical Device Expansion</li> <li>- RAID Migration</li> <li>- Thin Provisioning Volume balancing</li> <li>- Advanced Copy</li> <li>- REC transfer buffer</li> </ul>

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Execute it again after confirming the specified value or the state of the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

## ssmgr3508

The number of disk reaches the upper bound.

## Explanation

The upper bound for the number of disk that can be operated concurrently has been reached. The operation cannot be performed.

## System action

The system terminates processing.

## System administrator response

Execute the operation again after confirming the specified number of disks.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

## ssmgr3509

The specification of the encryption is wrong.

## Explanation

The specification of the Encryption is wrong.

## System action

The system terminates processing.

## System administrator response

Check the specified Encryption function or the storage device Encryption function, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr3510

The slave CM cannot be used.

## Explanation

The slave CM cannot be used.

## System action

The system terminates processing.

## System administrator response

Reregister by IP address on the Master CM side when IP address of the storage device is IP address on the Slave CM side.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr3511

The available space is insufficient. {0}

## Explanation

The operation cannot be performed because of any of the following reasons:

- There is not sufficient free space in the RAID group.
- There is not sufficient free space in the Thin Provisioning Pool.
- There is not sufficient free space in the Flexible Tier Pool.
- There is no free space because the RAID group is used in the Thin Provisioning Pool.
- There is no free space because the RAID group is used in the Flexible Tier Pool.
- The maximum capacity allowing for both RAID Migration and Thin Provisioning Volume balancing at the same time has been exceeded.
- The maximum capacity for creating a Snap Data Pool Volume on the device has been exceeded.

- The maximum capacity for creating a Thin Provisioning Pool on the device has been exceeded.
- The maximum capacity for creating a Flexible Tier Sub Pool on the device has been exceeded.
- The maximum capacity for creating a Thin Provisioning Volume on the device has been exceeded.
- The maximum capacity for creating a Flexible Tier Volume on the device has been exceeded.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Check the free space and try again. If this message is output either after creating a volume by specifying a RAID group that is used in a Thin Provisioning Pool or Flexible Tier Pool, or after implementing RAID Migration, said RAID group cannot be used. Specify a Thin Provisioning Pool or Flexible Tier Pool, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:
  - "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:
  - "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3513

The specified value is not registered. {0}

## Explanation

It is impossible to operate because of one of the following reasons:

- Any of the following specified values are not registered:
  - disk
  - RAID group
  - Thin Provisioning pool
  - Flexible Tier Pool
  - Flexible Tier Sub Pool
  - Flexible Tier Sub Pool in the Flexible Tier Pool
  - Flexible Tier Pool Element
  - volume
  - HostResponse
  - Host WWN
  - iSCSI host
  - SAS address
  - affinity group
  - LUN
  - Eco-mode schedule



- REC transfer buffer
- REC path
- The specified volume status is not the following.
  - RAID Migration is in progress
  - Thin Provisioning Volume balancing is in progress

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Execute the operation again after confirming the specified value or the state of the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:
  - "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:
  - "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3514

The specified value has already been registered. {0}

## Explanation

Any of the following specified values have already been registered:

- disk
- RAID group
- Thin Provisioning pool
- Flexible Tier Pool
- Flexible Tier Sub Pool
- Flexible Tier Pool Element
- volume
- HostResponse
- Host WWN
- iSCSI host
- SAS address
- affinity group
- LUN
- RAID group name
- Thin Provisioning pool name
- Flexible Tier Pool name
- Flexible Tier Sub Pool name

- volume name
- HostResponse name
- host name
- affinity group name
- REC transfer buffer
- REC path

#### Parameters

{0} : Detail information of error (This may not be displayed.)

#### System action

The system terminates processing.

#### System administrator response

Execute the operation again after confirming the specified value or the state of the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:
  - "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:
  - "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

### ssmgr3515

Encrypted volume exists. {0}

#### Explanation

The operation cannot be performed because an encrypted volume exists.

#### Parameters

{0} : Detail information of error (This may not be displayed.)

#### System action

The system terminates processing.

#### System administrator response

Check the storage device status and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:
  - "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:
  - "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

### ssmgr3517

The device ({0}) is boot up or shutdown.

## Explanation

The operation cannot be performed while the power supply of the storage device is being turned off or while it is being turned on.

## Parameters

{0} : IP address of storage device

## System action

The system terminates processing.

## System administrator response

Execute the operation again after completing the start of the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3518

Volume is formatting. {0}

## Explanation

The operation cannot be performed because a volume is currently formatting.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Try again after the volume formatting has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3519

Volume is encrypting or decrypting. {0}

## Explanation

The operation cannot be performed because a volume is currently encrypting or decrypting.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Try again after the volume has finished encrypting or decrypting.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3520

Advanced Copy is processing. {0}

## Explanation

The operation cannot be performed because an Advanced Copy is in progress.

When Advanced Copy is being performed by specifying the whole volume, the capacity of its volume cannot be expanded.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Try again after the Advanced Copy processing has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3521

RAID migration or Thin Provisioning Volume balancing is processing. {0}

## Explanation

The operation cannot be performed because a RAID Migration or Thin Provisioning Volume balancing is in progress.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Try again after the RAID Migration or Thin Provisioning Volume balancing has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3522

LDE is processing. {0}

### Explanation

The operation cannot be performed because a Logical Device Expansion is under way.

### Parameters

{0} : Detail information of error (This may not be displayed.)

### System action

The system terminates processing.

### System administrator response

Try again after the Logical Device Expansion has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3523

REC session exists. {0}

### Explanation

The operation cannot be performed because a REC session exists.

### Parameters

{0} : Detail information of error (This may not be displayed.)

### System action

The system terminates processing.

### System administrator response

Try again after the REC session has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3524

The device ({0}) is updating the controller firmware.

### Explanation

The operation cannot be performed because a controller firmware update is under way for the specified device.

### Parameters

{0} : IP address of storage device

### System action

The system terminates processing.

### System administrator response

Try again after the controller firmware update has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3525

The device ({0}) is remote maintenance processing.

### Explanation

The operation cannot be performed because the specified device is under remote maintenance.

### Parameters

{0} : IP address of storage device

### System action

The system terminates processing.

### System administrator response

Try again after the remote maintenance has finished.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3526

The specified size is wrong. {0}

### Explanation

The operation cannot be performed because any of the following specified values are wrong:

- Disk capacity

- Thin Provisioning Pool capacity
- Volume capacity
- SDPE capacity
- REC transfer buffer capacity

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Check the specified size, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:
  - "Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:
  - "Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3527

The specified value reaches the upper bound. {0}

## Explanation

Any of the following specified values reach the upper bound.

If the registered volumes reach the upper bound, the RAID Migration and Thin Provisioning Volume balancing cannot be performed.

- Number of registered RAID groups
- Number of registered Thin Provisioning Pools
- Number of registered Flexible Tier Pools
- Number of registered Flexible Tier Sub Pools
- Number of registered Flexible Tier Pool Elements
- Number of registered volumes
- Number of registered host WWNs
- Number of registered iSCSI hosts
- Number of registered SAS addresses
- Number of registered affinity groups
- Advanced Copy table size
- REC transfer buffer size
- REC path
- Total value of the number of RAID Migration in progress and the number of Thin Provisioning Volume balancing in progress
- Number of Flexible Tier Pool Element Migration in progress
- Total capacity of Thin Provisioning Volumes
- Used capacity of Flexible Tier Sub Pool

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Check the number or size of configuration items registered in the storage device.

To register a new item for which the upper bound has been reached, an existing one has to be removed from the configuration.

When the REC transfer buffer size is changed, the REC transfer buffer of the connection source device or the connection destination device might be deleted. If the REC transfer buffer has been deleted, set the REC transfer buffer size again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3528

The specified transfer rate cannot be used.

## Explanation

The problem can be one of the following:

- For the transfer rate of the FC port, a value other than 1Gbit/s, 2Gbit/s, 4Gbit/s, 8Gbit/s, 16Gbit/s or Auto-negotiation was specified.
- For the transfer rate of the iSCSI port, a value other than 100Mbit/s Full duplex/Half duplex auto-setting, 100Mbit/s Full duplex, 1Gbit/s Full duplex/Half duplex auto-setting, 1Gbit/s Full duplex, 10Gbit/s Full duplex/Half duplex auto-setting or Auto-negotiation was specified.
- For the transfer rate of the SAS port, a value other than 1.5Gbit/s, 3Gbit/s, 6Gbit/s or Auto-negotiation was specified.
- For the specified FC port, an unavailable transfer rate was specified.
- For the specified iSCSI port, an unavailable transfer rate was specified.
- For the specified SAS port, an unavailable transfer rate was specified.

## System action

The system terminates processing.

## System administrator response

Check the transfer rate and/or the FC, iSCSI or SAS ports and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3529

Loop ID cannot be specified.



## Explanation

The Loop ID can be specified when the connection mode of the FC port is FC-AL.

## System action

The system terminates processing.

## System administrator response

Check the connection mode of the FC port and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3530

The specified frame size is wrong.

## Explanation

The specified frame size is wrong.

The 512byte, 1024byte or 2048byte can be specified.

## System action

The system terminates processing.

## System administrator response

Check the specified frame size, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3531

The specified combination cannot be used. {0}

## Explanation

The specified combination cannot be used.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

Check the combination of the specified parameters, and try again.

If this message is output in the caution alarm value setting for Thin Provisioning Volume, check that the type of target volume is Thin Provisioning Volume. Then, try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

Execute the operation again after confirming the "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3532

The value of Advanced Copy parameter is out of range.

### Explanation

The problem can be one of the following:

- The table size is beyond the range of values that can be set on the device.
- The bitmap resolution rate is beyond the range of values that can be set on the device.

### System action

The system terminates processing.

### System administrator response

Check the table size or the bitmap resolution rate and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3533

The specified value cannot be used for specified storage device ({0}). {1}

### Explanation

- When using Express:

The problem might be one of the following:

- An alias was set for a device that cannot use aliases.
- An unsupported value or character length was set for the alias.
- Encryption was enabled for a device that cannot use any the following:
  - Encrypted volume
  - Encrypted Thin Provisioning pool

- In the creation of a RAID group, either of the following was set:
  - A registered RAID group
  - An assigned CM was specified that is unavailable on the selected device
- In the creation or capacity expansion of a Thin Provisioning Pool, an unsupported value was set for the specified device.
- A Dedicated Hot Spare disk was set for a device that cannot use Dedicated Hot Spare.
- A RAID Migration to a Thin Provisioning pool operation was started on a system that does not support this type of operation.
- A REC Disk buffer size was set on the specified device where this setting is not supported.
- When using Storage Cruiser:

The problem might be one of the following:

- An alias was set for a device that cannot use aliases.
- An unsupported value or character length was set for the alias.
- A Stripe Depth was set for a device that cannot specify the Stripe Depth.
- Encryption was enabled for a device that cannot use any the following:
  - Encrypted volume
  - Encrypted Thin Provisioning pool
  - Encrypted Flexible Tier Pool
- In the creation of a RAID group, either of the following was set:
  - A registered RAID group
  - An assigned CM was specified that is unavailable on the selected device
- In the creation of a Thin Provisioning Pool, either of the following was performed:
  - A disk capacity type was specified for a device whose disk capacity type cannot be specified.
  - A Thin Provisioning Pool capacity was specified for a device whose Thin Provisioning Pool capacity cannot be specified.
  - Disk attribute or reliability was specified that cannot be set on the selected device.
  - A disk capacity type or an assigned CM was specified that is unavailable on the selected device.
- In the capacity expansion of a Thin Provisioning Pool, either of the following was performed:
  - A disk capacity type was specified for a device whose disk capacity type cannot be specified.
  - A Thin Provisioning Pool capacity was specified for a device whose Thin Provisioning Pool capacity cannot be specified.
  - A disk capacity type or an assigned CM was specified that is unavailable on the selected device.
- In the creation or modification of a Flexible Tier Pool, the warning alarm value or caution alarm value was specified that cannot be set on the selected Flexible Tier Pool.
- In the creation of a Flexible Tier Sub Pool, either of the following was performed:
  - Disk attribute was specified that cannot be set on the selected device.
  - An assigned CM was specified that is unavailable on the selected device.
- In the capacity expansion of a Flexible Tier Sub Pool, either of the following was performed:
  - An assigned CM was specified that is unavailable on the selected device.
  - A capacity below the specified Flexible Tier Sub Pool capacity was specified.
- A Dedicated Hot Spare disk was set for a device that cannot use Dedicated Hot Spare.
- In the creation or modification of a Flexible Tier Volume, an unavailable priority of Flexible Tier Sub Pool was specified.

- The operation was started for a device that does not support any the following operations:
  - A RAID Migration to a Thin Provisioning pool
  - A RAID Migration to a Flexible Tier Pool
- The volume capacity was specified in the following operations:
  - A RAID Migration of a Thin Provisioning volume
  - A RAID Migration of a Flexible Tier Volume
- In the RA mode change of the FC port or iSCSI port, an unavailable value was specified that cannot be set on the selected device.
- An unavailable value was specified for the IP address, subnet mask, or gateway of an iSCSI port.
- An unavailable value was specified for the IP address that confirms the IP arrival status of an iSCSI port.
- A transfer speed was specified for a device whose transfer speed on the SAS port cannot be set.
- A default host response was specified for a device whose default host response cannot be modified.
- A REC path of an iSCSI port was specified for a device that does not support REC paths of iSCSI ports.
- A value was specified that cannot be used by the selected device.

### Parameters

- {0} : IP address of storage device
- {1} : Detail information of error (This may not be displayed.)

### System action

The system terminates processing.

### System administrator response

- When using Express:

Check the device or the firmware version and try again.

If the firmware version is old, upgrade the firmware and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

Execute the operation again after confirming the value that can be specified for the device by "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.

In addition, check the firmware version of the storage device. If the firmware version is old, apply the new version and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3534

The specified port({0}) enable of security setting.

### Explanation

Security is activated on the specified port.

### Parameters

- {0} : Port ID

## System action

The system terminates processing.

## System administrator response

Security must be deactivated on the specified port. Either deactivate security, or specify a different Port ID before you try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3535

The specified disk ({0}) does not exist.

## Explanation

The specified disk does not exist.

## Parameters

{0} : Disk number

## System action

The system terminates processing.

## System administrator response

Specify the correct disk number and try again.

---

## ssmgr3536

The specified SAS address ({15}) is wrong.

## Explanation

The specified SAS address is wrong.

## Parameters

{15} : SAS address

## System action

The system terminates processing.

## System administrator response

Specify the correct SAS address and try again.

---

## ssmgr3537

The type of specified Port ({0}) is different.

## Explanation

The specified port type is different.

## Parameters

{0} : Port ID

## System action

The system terminates processing.

## System administrator response

Set the correct port type and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3538

Failed to obtain the information for the remote device ({0}). detail message={1}

## Explanation

The information for the remote device could not be obtained.

## Parameters

{0} : IP address for the remote device

{1} : Detailed message

## System action

The system terminates processing.

## System administrator response

Check the remote device status and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3539

Failed to measure the round trip time.

## Explanation

The problem can be one of the following:

- REC path connection type is set to direct.
- REC path status is abnormal.

## System action

The system terminates processing.

## System administrator response

Check the connection and the REC path and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using the ETERNUS SF Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using the ETERNUS SF Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3540

REC path setting is wrong.

### Explanation

- When using Express:  
The problem can be one of the following:
  - The status of the device where the REC path is set and the specified REC path status do not match.
  - The specified REC path setting is wrong.
- When using Storage Cruiser:  
The problem can be one of the following:
  - The connection destination storage device is not supported.
  - The same device is specified as both source and target device in the connection.
  - Unsupported port type is specified.
  - The source and target devices in the connection have different port types.
  - The status of the device where the REC path is set and the specified REC path status do not match.
  - The IP address that corresponds to the specified IP address type is not set to the iSCSI port.
  - The specified REC path setting is wrong.

### System action

The system terminates processing.

### System administrator response

Check the REC path settings and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3542

Required value is not specified.

### Explanation

Required value is not specified.

### System action

The system terminates processing.

## System administrator response

Execute the operation again after confirming the "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3543

The specified MTU size is wrong.

## Explanation

The specified MTU size is wrong.

The 1000byte, 1050byte, 1100byte, 1150byte, 1200byte, 1250byte, 1300byte, 1350byte, 1400byte or 1438byte can be specified.

## System action

The system terminates processing.

## System administrator response

Check the specified MTU size, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3544

The specified remote device is wrong.

## Explanation

The problem can be one of the following:

- The connection destination storage device does not support REC function.
- The type of the connection destination storage device is Mainframe.
- The connection destination storage device is connected with iSCSI-RA.

## System action

The system terminates processing.

## System administrator response

Check the connection destination storage device, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*



- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3545

The specified forwarding interval is wrong.

#### Explanation

The specified transfer interval of the REC buffer REC is wrong.

The 1sec, 2sec, 4sec, 8sec, 15sec, 30sec, 45sec, 60sec, 75sec, 90sec, 105sec or 120sec can be specified.

#### System action

The system terminates processing.

#### System administrator response

Check the transfer interval of the REC buffer, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3546

The specified HALT Wait Timer is wrong.

#### Explanation

The specified HALT wait timer of the REC buffer REC is wrong.

The 0sec, 5sec, 10sec or 15sec can be specified.

#### System action

The system terminates processing.

#### System administrator response

Check the HALT wait timer of the REC buffer, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3547

The specified monitoring time is wrong.

#### Explanation

The specified monitoring time of the REC buffer REC is wrong.

The value from 0min to 15min can be specified.

## System action

The system terminates processing.

## System administrator response

Check the monitoring time of the REC buffer, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3548

The device ({0}) which is not managed in this software is set to the REC path.

## Explanation

A storage device not managed by this software has been attached to the REC path.

## Parameters

{0} : Box ID of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Register the corresponding storage device in the software and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3549

The specified REC path ({0}) does not exist.

## Explanation

The specified REC path does not exist.

## Parameters

{0} : Combination of the connection source port and the connection destination port

## System action

The system terminates processing.

## System administrator response

Correct the REC path setting and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3550

The amount of memory of CM is different.

### Explanation

CMs have different memory capacities.

In the REC buffer settings, the memory capacities of all CMs must be the same.

### System action

The system terminates processing.

### System administrator response

Check the memory capacity of CM, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3551

Because the number of REC path reaches the upper bound, it is not possible to make it.

### Explanation

The problem can be one of the following:

- The number of devices specified in REC path has reached the upper limit.
- The number of ports of the connection targets specified in REC path has reached the upper limit.
- The number of paths between the own device and the target devices in the connection specified in REC path has reached the upper limit.
- The number of paths between the ports on the own device and the ports on the target devices in the connection specified in REC path has reached the upper limit.

### System action

The system terminates processing.

### System administrator response

Check the numbers in REC path. For setting a new REC path, any existing REC path must be deleted beforehand.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3552

The specified REC buffer is an unsupported.

#### Explanation

The specified REC buffer is not supported.

#### System action

The system terminates processing.

#### System administrator response

Check the REC buffer type, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3553

The volume does not exist in specified RAID group ({0}).

#### Explanation

The volume does not exist in the specified RAID group.

The volume must be existed in the RAID group which the Logical Device Expansion is performed.

#### Parameters

{0} : RAID group number

#### System action

The system terminates processing.

#### System administrator response

Check the RAID group, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3554

The encryption cannot be set.

#### Explanation

Processing was terminated because encryption cannot be set.

Encrypted volumes cannot be created in RAID groups that consist of SEDs.

### System action

The system terminates processing.

### System administrator response

Check the RAID group, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3555

The PIN data exists in specified volume ({0}).

### Explanation

Processing ended because the PIN data existed in the specified volume.

The volume where the PIN data exists cannot be formatted.

### Parameters

{0} : Volume number

### System action

The system terminates processing.

### System administrator response

Execute the operation again after confirming the volume.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3556

In the status of specified Thin Provisioning Pool ({0}), it is not possible to process it.

### Explanation

The operation cannot be performed because the specified Thin Provisioning Pool is abnormal state.

### Parameters

{0} : Thin Provisioning Pool number

### System action

The system terminates processing.

### System administrator response

- When formatting all area:

Try again after checking that the status of the specified Thin Provisioning Pool is "Available", "Partially Ready" or "Ready".

- When formatting the unformatted area:

Try again after checking that the status of the specified Thin Provisioning Pool is "Partially Ready" or "Ready".

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3557

Because total value of the number of RAID Migration in progress and the number of Thin Provisioning Volume balancing in progress reaches the upper bound, it is not possible to make it.

### Explanation

The problem can be one of the following:

- RAID Migration or Thin Provisioning Volume balancing cannot be performed, as this would exceed the total value of the number of RAID Migrations and the number of Thin Provisioning Volume balancing that can be handled at the same time.
- RAID Migration cannot be performed, as there is no free space in the RAID group at the RAID Migration target.

### System action

The system terminates processing.

### System administrator response

Check the total value of the number of RAID Migration in progress and the number of Thin Provisioning Volume balancing in progress, and/or the RAID groups at the target of RAID Migration.

For starting a new RAID Migration, any existing RAID Migration or Thin Provisioning Volume balancing must have completed. Try again after all existing RAID Migration or Thin Provisioning Volume balancing have completed.

If there is no space available in the RAID group at the target of RAID Migration, secure more free space before you try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3558

The specified value is functionally wrong. {0}

### Explanation

The specified value is functionally wrong.

### Parameters

{0} : Detail information of error (This may not be displayed.)

### System action

The system terminates processing.

## System administrator response

- When using Express:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

Execute the operation again after confirming the "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3559

CHAP setting is unsupported

## Explanation

The problem can be one of the following:

- The CHAP certification has been set for the specified iSCSI port
- The CHAP certification has been set for the source device iSCSI port of the REC path
- The CHAP certified user name set for the source device iSCSI port of the REC path contains a "?" character.
- The CHAP certified password set for the source device iSCSI port of the REC path contains a "?" character.

## System action

The system terminates processing.

## System administrator response

Check the CHAP certification setting, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3560

The specified mode is wrong.

## Explanation

The problem can be one of the following:

- You attempted to change the port mode to CA on a port whose mode already is CA.
- You attempted to change the port mode to RA on a port whose mode already is RA.
- The specified port mode is not supported.

## System action

The system terminates processing.

## System administrator response

Check the specified port, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3561

The specified device ({0}) is an unsupported Flexible Tier function.

### Explanation

In the specified device, the Flexible Tier function is disabled or not supported.

### Parameters

{0} : IP address of the specified device

### System action

The system terminates processing.

### System administrator response

The storage devices below support Flexible Tier function.

Storage Device Name	Firmware Version
ETERNUS DX80 S2/DX90 S2 ETERNUS DX400 S2 series	V10L20 or later
ETERNUS DX8000 S2 series	All versions

To use the Flexible Tier function, it is necessary to register the Thin Provisioning license and enable the Flexible Tier function. Check the model, firmware version, registration status of the Thin Provisioning license and setting status of the Flexible Tier function of the specified storage device.

If the firmware is an older version, then apply firmware that supports Flexible Tier function.

If the firmware has been applied, register the license of Thin Provisioning.

If the license of Thin Provisioning has been registered, enable the Flexible Tier function and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3562

The specified Flexible Tier Pool ({0}) does not exist.

### Explanation

The specified Flexible Tier Pool does not exist.

### Parameters

{0} : Flexible Tier Pool number

### System action

The system terminates processing.

### System administrator response

Specify the correct Flexible Tier Pool number, and try again.



---

## ssmgr3563

The specified Flexible Tier Sub Pool ({0}) does not exist.

### Explanation

The specified Flexible Tier Sub Pool does not exist.

### Parameters

{0} : Flexible Tier Sub Pool number

### System action

The system terminates processing.

### System administrator response

Specify the correct Flexible Tier Sub Pool number, and try again.

---

## ssmgr3564

Specified device ({0}) cannot change the Flexible Tier function.

### Explanation

Any of the following may be possible factors:

- Enabling the Flexible Tier function failed because the Flexible Tier function is already enabled on the storage system.
- Enabling the Flexible Tier function failed because the maximum number of volumes has been registered in the storage system.
- Disabling the Flexible Tier function failed because the Flexible Tier function is already disabled on the storage system.
- Disabling the Flexible Tier function failed because a Flexible Tier Pool exists on the storage system.

### Parameters

{0} : IP address of the specified device

### System action

The system terminates processing.

### System administrator response

Check that the status of the Flexible Tier function in the specified device is correct, and click **Reload Status** on the Action pane of the Overview. Then, try again.

If a Flexible Tier Pool is registered in the device, the Flexible Tier function cannot be disabled. After deleting the Flexible Tier Pool, try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3565

In the status of specified Flexible Tier Pool ({0}), it is not possible to execute format.

### Explanation

Any of the following may be possible factors:

- There is no Flexible Tier Sub Pool in the specified Flexible Tier Pool.
- The status of the specified Flexible Tier Pool is abnormal.

## Parameters

{0} : Flexible Tier Pool number

## System action

The system terminates processing.

## System administrator response

Formatting a Flexible Tier Pool is possible only if Flexible Tier Sub Pools exist in the Flexible Tier Pool. Check that a Flexible Tier Sub Pool is defined in the Flexible Tier Pool, and execute the operation again.

If formatting all area of a Flexible Tier Pool, check that the status of the specified Tier Pool is either "Available", "Partially Ready" or "Ready", and execute the operation again.

If formatting an unformatted area of a Flexible Tier Pool, check that the status of the specified Tier Pool is either "Partially Ready" or "Ready", and execute the operation again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3566

In the status of specified Volume ({0}), it is not possible to execute RAID migration.

## Explanation

Any of the following may be possible factors:

- The status of the specified volume is abnormal.
- The RAID Migration of the specified volume is in progress.
- The Thin Provisioning Volume balancing of the specified volume is in progress.

## Parameters

{0} : Volume number

## System action

The system terminates processing.

## System administrator response

Check the volume status. If the status is abnormal, change the status to normal and try again.

If the RAID Migration of the specified volume is in progress, try again after completing or stopping of the RAID Migration.

If the Thin Provisioning Volume balancing of the specified volume is in progress, try again after completing of the Thin Provisioning Volume balancing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr3567

In the status of specified Flexible Tier Pool ({0}), it is not possible to execute RAID migration.

## Explanation

Any of the following may be possible factors.

- The status of the specified Flexible Tier Pool is abnormal.
- There is not sufficient free space in the specified Flexible Tier Pool.

## Parameters

{0} : Flexible Tier Pool number

## System action

The system terminates processing.

## System administrator response

Check the Flexible Tier Pool status. If the status is abnormal, change the status to normal and try again.

If there is not sufficient free space in the Flexible Tier Pool, expand the Flexible Tier Pool capacity and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3568

Flexible Tier Pool Element migration is processing.{0}

## Explanation

The operation cannot be executed because the Flexible Tier Pool Element migration is in progress.

## Parameters

{0} : Detail information of error (This may not be displayed.)

## System action

The system terminates processing.

## System administrator response

After completing of the Flexible Tier Pool Element migration, try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3569

The specified Flexible Tier Pool ({0}) does not have Flexible Tier Sub Pool.

## Explanation

The following operations cannot be executed because there is no Flexible Tier Sub Pool in the specified Flexible Tier Pool.

- Flexible Tier Volume creation
- RAID Migration to the Flexible Tier Pool

## Parameters

{0} : Flexible Tier Pool number

## System action

The system terminates processing.

## System administrator response

Creation of a Flexible Tier Volume or RAID migration to a Flexible Tier Pool can be done only if a Flexible Tier Sub Pool has been defined in the specified Flexible Tier Pool. Check that a Flexible Tier Sub Pool is defined in the Flexible Tier Pool, and execute the operation again.

If there is no Flexible Tier Sub Pool in the Flexible Tier Pool, try again after creating the Flexible Tier Sub Pool in the Flexible Tier Pool.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3574

The specified value cannot be used for specified storage device in the current firmware ({0})

### Explanation

The value that cannot be set in the current firmware version was specified.

The following setting is available only when the storage device is either of ETERNUS DX80 S2/DX90 S2, ETERNUS DX400 S2 series, and ETERNUS DX8000 S2 series and its firmware version is V10L40 or later.

- Set the iSCSI-CA port to ON/OFF for the IPv4 function
- Set the iSCSI-CA port to ON/OFF for the IPv6 function
- Set the iSCSI-CA port to IPv6 address
- Set the iSCSI-RA port to ON/OFF for the IPv4 function
- Set the iSCSI-RA port to ON/OFF for the IPv6 function
- Set the iSCSI-RA port to IPv6 address
- Set the IP address of a iSCSI host to IPv6 address
- Set the IP address of a remote copy destination device to IPv6 address

### Parameters

{0} : IP address of the storage device

### System action

The system terminates processing.

### System administrator response

To use functions, refer to the storage device manual and update the firmware.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr3580

The specified storage device is locked. ({0}, {1})

### Explanation

The setting of the storage device at local site or remote site is locked.

### Parameters

{0} : IP address of storage device at local site

{1} : Box ID of storage device at remote site

### System action

The system terminates processing.

## System administrator response

The target storage device is locked by other operation. Wait for the completion of other operation.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System administrator response] in the [ssmgr3583](#) message.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3581

Failed to execute the operation, because other operation is executed. ({0}, {1})

### Explanation

The process is terminated because other operation is being executed for the storage device at local site or remote site.

### Parameters

{0} : IP address of storage device at local site

{1} : Box ID of storage device at remote site

### System action

The system terminates processing.

## System administrator response

The target storage device is locked by other operation. Wait for the completion of other operation.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System administrator response] in the [ssmgr3583](#) message.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3582

Failed to set the REC session. detail message={0}

### Explanation

It failed to create or delete the REC session.

### Parameters

{0}: Error message of AdvancedCopy Manager Copy Control Module (It may not be output.)

### System action

The system terminates processing.

## System administrator response

If an error message of AdvancedCopy Manager Copy Control Module, then perform the appropriate action according to its message.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System administrator response] in the [ssmgr3583](#) message.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr3583

Please perform recovery. cypypair={0}, copygroup={1}, remotevolume={2}, localvolume={3}, boxid={4}

## Explanation

It failed to create or delete the volume. It is necessary to perform the recovery operation.

## Parameters

- {0} : Copy pair name
- {1} : Copy group name
- {2} : Volume number in the storage device at remote site
- {3} : Volume number in the storage device at local site
- {4} : Box ID of the storage device at remote site

The volume number is displayed with the hexadecimal starting with "0x".

The necessary information for the recovery operation is only output.

## System action

The system terminates processing.

## System administrator response

If this message is output during the L-Server deletion processing from ServerView Resource Orchestrator, perform the appropriate action according to the message that appears immediately before this message. Then, delete the L-Server again.

If this message is output during the processing other than L-Server deletion, perform the appropriate action according to the message that appears immediately before this message. Then, perform the following recovery operation before retrying the operation.

Delete the displayed copy pair, copy group, volume at remote site and volume at local site in order of the following. It is necessary to perform the following operation for the only displayed items.

1. Delete the copy pair.

```
acpair remove -g copyGroup -p copyPair
```

*copyGroup*: Copy group name

*copyPair*: Copy pair name

2. Delete the copy group.

```
acgroup remove -g copyGroup
```

*copyGroup*: Copy group name

3. Delete the volume at remote site.

```
storageadm volume delete -ipaddr ipAddress -remote boxID -remote-volume volumeNumber
```

*ipAddress*: IP address of storage device at local site

*boxID*: Box ID of storage device at remote site

*volumeNumber*: Volume number in the storage device at remote site

4. Delete the volume at local site.

```
storageadm volume delete -ipaddr ipAddress -volume volumeNumber
```

*ipAddress*: IP address of storage device at local site

*volumeNumber*: Volume number in the storage device at local site

Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the `acpair remove` command and `acgroup remote` command.

Refer to the *ETERNUS SF Storage Cruiser Operation Guide* for information on the `storageadm volume` command.



### Note

- When copy pairs other than the displayed copy pair exist in a copy group, do not delete its copy group.

- When the [ssmgr3584](#) message is output during the deletion of the volume at remote site, check that the specified volume number is correct, and delete the volume specified with -remote-force option.
- 

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## [ssmgr3584](#)

The specified remote volume might be used.

### Explanation

The deletion process is terminated because the specified storage device at remote site may be used.

### System action

The system terminates processing.

### System administrator response

Check that the specified IP address, Box ID and volume number are correct.

Check that the specified volume is not used, and retry the operation specified with -remote-force option.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## [ssmgr3585](#)

The specified device does not registered in AdvancedCopy Manager. ({0})

### Explanation

It failed to create or delete the volume because the specified storage device is not registered into AdvancedCopy Manager.

### Parameters

{0} : IP address of storage device at local site or Box ID of storage device at remote site

### System action

The system terminates processing.

### System administrator response

Check whether the displayed IP address or Box ID is a resource of the target storage device.

If the specified storage device is not registered into AdvancedCopy Manager, refer to the ServerView Resource Orchestrator manuals and perform the settings to use Dynamic LUN Mirroring function.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System administrator response] in the [ssmgr3583](#) message.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## [ssmgr3586](#)

Unable to operate the remote storage device. detail message=({0})

### Explanation

It is impossible to operate the storage device at remote site because of any of the following reasons:

- Box ID of the specified storage device at remote site is incorrect.

- The REC path status is abnormal.
- The firmware of the storage device at remote site does not support the Dynamic LUN Mirroring function.

#### Parameters

{0} : Detailed message

#### System action

The system terminates processing.

#### System administrator response

Specify the correct Box ID for the storage device at remote site.

Check the REC path status.

Apply the firmware which is supporting the Dynamic LUN Mirroring function.

When the [ssmgr3583](#) message is also output with this message, perform the recovery operation according to [System administrator response] in the [ssmgr3583](#) message.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3700

Failed to set the Advanced Copy function.

#### Explanation

It failed to set up the Advanced Copy function.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3701

Failed to obtain the Advanced Copy function information.

#### Explanation

It failed to obtain the information of the Advanced Copy function.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*



- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3702

Failed to set the Advanced Copy parameter.

#### Explanation

It failed to set the parameter of the Advanced Copy function.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3703

Failed to obtain the Advanced Copy parameter information.

#### Explanation

It failed to obtain the parameter information of the Advanced Copy function.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3704

Failed to modify the raidgroup name.

#### Explanation

It failed to change the RAID group name.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3705

Failed to modify the volume name.

#### Explanation

It failed to change the volume name.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3706

Failed to obtain the LUN Mapping information.

#### Explanation

It failed to obtain the LUN Mapping information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3707

Failed to create the iSCSI Host.

#### Explanation

It failed to create the iSCSI host.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3708

Failed to delete the iSCSI Host.

#### Explanation

It failed to delete the iSCSI host.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3709

Failed to modify the iSCSI Host.

#### Explanation

It failed to change the iSCSI host.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3710

Failed to obtain the iSCSI Host information.

#### Explanation

It failed to obtain the iSCSI host information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3712

Failed to create the SAS Host.

#### Explanation

It failed to create the SAS host.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3713

Failed to delete the SAS Host.

#### Explanation

It failed to delete the SAS host.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3714

Failed to modify the SAS Host.

#### Explanation

It failed to change the SAS host.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3715

Failed to obtain the SAS Host information.

#### Explanation

It failed to obtain the SAS host information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3717

Failed to modify the SAS Port.

#### Explanation

It failed to configure the SAS port.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3718

Failed to obtain the SAS Port information.

#### Explanation

It failed to obtain the SAS port information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3719

Failed to obtain the volume encrypting progress.

#### Explanation

It failed to obtain the progress information of the volume encryption processing.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3720

Failed to obtain the Thin Provisioning Pool format progress.

#### Explanation

It failed to obtain the progress information of the Provisioning Pool format processing.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3721

Failed to apply the Eco-mode schedule.

#### Explanation

It failed to apply the Eco-mode schedule.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3722

Failed to obtain the Eco-mode schedule information.

#### Explanation

It failed to obtain the Eco-mode schedule information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3723

Failed to modify the Thin Provisioning Pool name.

#### Explanation

It failed to change the Thin Provisioning Pool name.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3724

Failed to create the Hot Spare disk.

#### Explanation

It failed to create the Hot Spare disk.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3725

Failed to delete the Hot Spare disk.

#### Explanation

It failed to delete the Hot Spare disk.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3726

Failed to set the Snap Data Pool.

#### Explanation

It failed to configure the Snap Data Pool.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3727

Failed to obtain the Snap Data Pool information.

#### Explanation

It failed to obtain the Snap Data Pool information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*



- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr3728

Failed to set the Snap Data Pool policy.

#### Explanation

It failed to configure the Snap Data Pool policy.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3729

Failed to obtain the Snap Data Pool policy information.

#### Explanation

It failed to obtain the Snap Data Pool policy information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3730

Failed to obtain the Snap Data Pool Volume information.

#### Explanation

It failed to obtain the Snap Data Pool Volume information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3731

Failed to obtain the session information of Snap Data Pool Volume.

#### Explanation

It failed to obtain the session information of Snap Data Pool Volume.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3732

Failed to set the encryption mode.

#### Explanation

It failed to configure the Encryption function.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3733

Failed to obtain the encryption mode information.

#### Explanation

The Encryption information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3734

Failed to obtain the enclosure information.

#### Explanation

It failed to obtain the enclosure information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3735

Failed to set the Reset Group.

#### Explanation

It failed to configure the Reset Group.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3736

Failed to obtain the Reset Group information.

#### Explanation

It failed to obtain the Reset Group information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3737

Failed to create the REC path.

#### Explanation

The REC path creation failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3738

Failed to delete the REC path.

#### Explanation

The REC path deletion failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3739

Failed to obtain the REC path information.

#### Explanation

The REC path information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3740

Failed to set the Round Trip Time.

#### Explanation

The Round Trip Time could not be set.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3741

Failed to create the REC buffer.

#### Explanation

It failed to create the REC buffer.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3742

Failed to delete the REC buffer.

#### Explanation

It failed to delete the REC buffer.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3743

Failed to obtain the REC buffer information.

#### Explanation

REC transfer buffer information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3744

Failed to unlock the device.

#### Explanation

It failed to unlock the device.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3745

Failed to set accesspath.

#### Explanation

It failed to configure the access path.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **ssmgr3746**

Failed to obtain the FCoE Port information.

#### **Explanation**

It failed to obtain the FCoE port information.

#### **System action**

The system terminates processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **ssmgr3747**

Failed to set the Flexible Tier mode.

#### **Explanation**

It failed to set up the Flexible Tier function.

#### **System action**

The system terminates processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **ssmgr3748**

Failed to obtain the Flexible Tier mode information.

#### **Explanation**

It failed to obtain the Flexible Tier function information.

#### **System action**

The system terminates processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

#### **ssmgr3749**

Failed to create the Flexible Tier Pool.

#### **Explanation**

It failed to create the Flexible Tier Pool.

#### **System action**

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3750

Failed to delete the Flexible Tier Pool.

#### Explanation

It failed to delete the Flexible Tier Pool.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3751

Failed to modify the Flexible Tier Pool.

#### Explanation

It failed to modify the Flexible Tier Pool.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3752

Failed to format the Flexible Tier Pool.

#### Explanation

It failed to format the Flexible Tier Pool.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3753

Failed to obtain the Flexible Tier Pool information.

#### Explanation

It failed to obtain the Flexible Tier Pool information.

#### System action

The system terminates processing.



## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3754

Failed to obtain the Flexible Tier Pool format progress.

#### Explanation

It failed to obtain the Flexible Tier Pool format progress.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3755

Failed to create the Flexible Tier Sub Pool.

#### Explanation

It failed to create the Flexible Tier Sub Pool.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3756

Failed to expand the Flexible Tier Sub Pool capacity.

#### Explanation

It failed to expand the Flexible Tier Sub Pool capacity.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3757

Failed to modify the Flexible Tier Sub Pool.

#### Explanation

It failed to modify the Flexible Tier Sub Pool.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3758

Failed to obtain the Flexible Tier Sub Pool information.

#### Explanation

It failed to obtain the Flexible Tier Sub Pool information.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3759

Failed to execute the Flexible Tier Pool Element migration.

#### Explanation

It failed to execute the Flexible Tier Pool Element migration.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3760

Failed to obtain the Flexible Tier Pool Element migration progress.

#### Explanation

It failed to obtain the Flexible Tier Pool Element migration progress.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3761

Failed to modify the volume.

#### Explanation

It failed to modify the volume.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3762

Failed to obtain the Flexible Tier Volume detail information.

## Explanation

It failed to obtain the Flexible Tier Volume detail information.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3763

Failed to obtain the Thin Provisioning Pool Element/Flexible Tier Pool Element information.

## Explanation

It failed to obtain the Thin Provisioning Pool Element and Flexible Tier Pool Element information.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr3953

The device ({0}) cannot be specified. Two or more devices with the same name exist.

## Explanation

Since the specified device name is overlapped within the system, the target device cannot be identified.

## Parameters

{0} : Specified device name

## System action

The system terminates processing.

## System administrator response

The device name should be unique within the system.

Check the device name within the system and change it so that it can be unique. If you are searching subnets, check the devices within subnets, as well.

---

### ssmgr7000

Failed to start the performance monitor. The target device address: *ipAddress*

## Explanation

Performance monitoring failed to start at the device shown in *ipAddress*.

## Parameters

*ipAddress*: IP address of the device where performance monitoring is started

## System action

The system terminates processing.

## System administrator response

Check the device status and that there are no faults in the network environment. Then, try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr7001

Failed to stop the performance monitor. The target device address: *ipAddress*

## Explanation

Performance monitoring failed to stop at the device shown in *ipAddress*.

## Parameters

*ipAddress*: IP address of the device where performance monitoring is started

## System action

The system terminates processing.

## System administrator response

Check the device status and that there are no faults in the network environment, then try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7002

Failed to obtain the status of performance monitor. The target device address: *ipAddress*

## Explanation

Collection failed for the performance monitoring status at the device shown in *ipAddress*.

## Parameters

*ipAddress*: IP address of the device where performance monitoring is started

## System action

The system terminates processing.

## System administrator response

Check the device status and that there are no faults in the network environment, then try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7003

Not supported performance monitoring. The target device address: *ipAddress*

### Explanation

The specified device shown in *ipAddress* does not support the performance monitoring function.

### Parameters

*ipAddress*: IP address of the device where performance monitoring is started

### System action

The system terminates processing.

## System administrator response

Devices other than NetApp FAS Series do not support use of this command to issue performance monitoring start and stop commands.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7004

Failed in the processing of the performance monitoring function because two or more devices with specified address existed. The target device address: *ipAddress*

### Explanation

Processing by the performance monitoring function failed because two or more devices have the specified IP address shown in *ipAddress*.

### Parameters

*ipAddress*: IP address of the device where performance monitoring is started

### System action

The system terminates processing.

## System administrator response

Check if the correct IP address has been set for the device.

If the device was included manually, then remove and re-register it with the correct IP address, and try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr7005

Already been monitoring the performance. The target device address: *ipAddress*

### Explanation

Performance monitoring is already in progress at the specified device shown in *ipAddress*.

### Parameters

*ipAddress*: IP address of the device where performance monitoring is started

### System action

The system terminates processing.

### System administrator response

Check the device status:

- If the performance monitoring status at the device is "Monitoring", then performance is already being monitored at the target device.
- If the performance monitoring status at the device is "Recovering" or "Error", then stop performance monitoring and start the processing again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7010

The Performance Monitoring is not set. Please confirm the Performance Monitoring setting.

### Explanation

The performance monitoring is not set.

### System action

The system terminates processing.

### System administrator response

Set the performance monitoring, and re-execute.

---

## ssmgr7101

The device {0} is set enable

### Explanation

The device has been enabled.

## Parameters

{0} : Device name and IP address

## System action

The command is completed normally.

## System administrator response

No response is required.

---

### **ssmgr7102**

The device {0} is set disable. If disable the information of threshold setting is deleted.

## Explanation

The device has been disabled.

## Parameters

{0} : Device name and IP address

## System action

The command is completed normally.

## System administrator response

No response is required.

---

### **ssmgr7103**

The device {0} is under threshold monitoring. Please stop the threshold monitoring first and set threshold monitoring.

## Explanation

The device is monitoring threshold values.

## Parameters

{0} : Device name and IP address

## System action

The command is completed normally.

## System administrator response

No response is required.

---

### **ssmgr7105**

Unable to set enable of threshold setting of the device{0}.

## Explanation

Device threshold setting could not be enabled.

## Parameters

{0} : Device name and IP address

## System action

The system terminates processing.

## System administrator response

If a detail message is displayed, follow the detail message instructions.

If a detail message is not displayed, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7106

Unable to set disable of threshold setting of the device {0}.

### Explanation

Device threshold setting could not be disabled.

### Parameters

{0} : Device name and IP address

### System action

The system terminates processing.

### System administrator response

If a detail message is displayed, follow the detail message instructions.

If a detail message is not displayed, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7111

Unable to set Threshold Monitoring Time/ Alarm Display Time/ Alarm Frequency of the device {0}.

### Explanation

The device threshold monitoring time, alarm display time, or alarm display frequency could not be set successfully.

### Parameters

{0} : Device name and IP address

### System action

The system terminates processing.

### System administrator response

If a detail message is displayed, follow the detail message instructions.

If a detail message is not displayed, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*



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**ssmgr7112**

Please set the Alarm Display Time within Threshold Monitoring Time.

**Explanation**

Set the alarm display time within the threshold monitoring period.

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7113**

Please input <Start Time> within 00:00 - 23:59.

**Explanation**

<Start time> Set the start time to between 00:00 and 23:59.

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7114**

Please input <Stop Time> within 00:00 - 24:00.

**Explanation**

<Stop time> Set the stop time to between 00:00 and 24:00.

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7121**

The Performance Monitoring of the device {0} is stopped. Please confirm the Performance Monitoring setting.

**Explanation**

The device performance monitoring setting is stopped. Check the performance monitoring setting.

**Parameters**

{0} : Device name and IP address

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

### ssmgr7122

{0} setting error : select items, or input the value from {1} to {2}.

#### Explanation

An item selection error or input value error occurred.

#### Parameters

{0} : Name of setting item

{1} : Lower limit of input range for the setting item

{2} : Upper limit of input range for the setting item

#### System action

The system terminates processing.

#### System administrator response

No response is required.

---

### ssmgr7123

When Alarm Tolerance is selected to Consecutive Time, the Rearm value become disable.

#### Explanation

If continuous time is specified for the allowable alarm range, the lower limit is nullified.

#### System action

The command is completed normally.

#### System administrator response

No response is required.

---

### ssmgr7124

Unable to set Threshold Monitoring.

#### Explanation

The threshold monitoring target could not be set.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr7125

The Threshold Monitoring of the device {0} is disabled. Please confirm the Threshold Monitoring setting.

#### Explanation

The device threshold setting is stopped.

If a continuous time is specified for the allowable alarm range, the lower limit is nullified. Check the threshold setting.

## Parameters

{0} : Device name and IP address

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### ssmgr7126

There is mistake of threshold setting. Please confirm the threshold setting.

## Explanation

The threshold settings contain an error. Check the threshold settings.

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### ssmgr7127

The Threshold Monitoring setting and Threshold Monitoring start of the device {0} is failed.

## Explanation

An attempt to set and start device threshold monitoring failed.

## Parameters

{0} : Device name and IP address

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### ssmgr7128

The Threshold Monitoring stop of the device {0} is failed.

## Explanation

An attempt to stop device threshold monitoring failed.

## Parameters

{0} : Device name and IP address

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## ssmgr7131

Please input days as a value not exceeding 365 days.

## Explanation

Input error. Specify the number of days as a value not exceeding 365.

## System action

The system terminates processing.

## System administrator response

No response is required.

---

## ssmgr7132

Unable to set the Alarm Keep Period of the device {0}.

## Explanation

An attempt to set the device alarm holding period failed.

## Parameters

{0} : Device name and IP address

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr7141

Unable to display the Report of report ID {0}. It is possible to be removed the report already. Please confirm.

## Explanation

Detail information on the report ID could not be displayed.

## Parameters

{0} : Report ID

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr7143

Unable to renew the Alarm Log.

## Explanation

An attempt to update the alarm log failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr7144

Unable to sort.

## Explanation

Sorting failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr7145

Unable to find the alarm log data {0}.

## Explanation

Applicable alarm log data cannot be found.

## Parameters

{0} : Alarm log data

### System action

The system terminates processing.

### System administrator response

No response is required.

---

### ssmgr7146

Fail to search.

### Explanation

Search failed.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr7147

Failed to Save File. Please check write permission of the filesystem or the capacity of the filesystem.

### Explanation

File saving failed.

### System action

The system terminates processing.

### System administrator response

Check whether the file system is write-protected or check the size of the file system.

---

### ssmgr7148

Failed to Save File.

### Explanation

File saving failed.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**ssmgr7150**

Failed to print.

**Explanation**

Printing failed because an error was detected in the printer.

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7160**

The time and date specification is improper. Please set another value.

**Explanation**

The time specification is invalid. Specify another value.

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7161**

Please set the time between {0} and {1}.

**Explanation**

Specify the time in the range from {0} to {1}.

**Parameters**

{0} : 2001/08/01 00:00

{1} : Latest future time that can be specified.

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7170**

The device {0} is not registered as a candidate for management.  
Please carry out an device entries.

**Explanation**

The specified device is not registered as a management target.

Perform the device registration.

**System action**

The system terminates processing.

## System administrator response

No response is required.

---

### ssmgr7190

The Performance Monitoring of the device {0} has stopped.  
Please confirm the Performance Monitoring setting.

## Explanation

Performance monitoring of the target device has been stopped by another user's operation.

## Parameters

{0} : Name and IP address of the device

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### ssmgr7191

The device {0} is under performance monitoring.  
Please confirm the Performance Monitoring setting.

## Explanation

Performance monitoring of the target device has been started by another user's operation.

## Parameters

{0} : Name and IP address of the device

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### ssmgr7192

The Threshold Monitoring of the device {0} is {1}.  
Please confirm the Threshold Monitoring setting.

## Explanation

Performance monitoring of the target device has been started by another user's operation.

## Parameters

{0} : Name and IP address of the device  
{1} : "Enabled" or "Disabled"

## System action

The system terminates processing.

## System administrator response

No response is required.



---

**ssmgr7193**

The Threshold Monitoring of the device {0} has stopped.  
Please confirm the Threshold Monitoring setting.

**Explanation**

Threshold monitoring of the target device has been stopped by another user's operation.

**Parameters**

{0} : Name and IP address of the device

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7194**

The device {0} is under threshold monitoring.  
Please confirm the Threshold Monitoring setting.

**Explanation**

Threshold monitoring of the target device has been started by another user's operation.

**Parameters**

{0} : Name and IP address of the device

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr7195**

The Threshold Monitoring Time Setting of device {0} is reset.  
Please confirm the Threshold Monitoring Time setting.

**Explanation**

The time setting of threshold monitoring of the target device has been changed by another user's operation.

**Parameters**

{0} : Name and IP address of the device

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**ssmgr8001**

CIMOM Engine error occurred on the manager.

**Explanation**

An error occurred in the CIMOM engine of the Manager.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr8002

Multiple errors occurred on the manager.

### Explanation

Two or more errors occurred in the Manager.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### ssmgr8003

Unable to read the manager configuration file '*fileName*'. The file does not exist or the contents of the file are incorrect.

### Explanation

The Manager configuration file could not be read. The configuration file does not exist or contains an error.

### Parameters

*fileName* : Manager configuration file name

### System action

The system terminates processing.

### System administrator response

Check that the Manager configuration file exists and if it does, whether it contains an error.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8010

Unable to start remote services. The registry server for remote services may not be started on the port *portNumber*, or the port may already be used by another program.

### Explanation

The remote service provided by the Manager function could not be started. The registry server is not active for the port number used to provide the functions, or another program is using the same port number.

### Parameters

*portNumber*: Number of the port that the Manager provides

### System action

The system terminates processing.

### System administrator response

Check the system environment for problems, such as the operating conditions of other applications.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8011

Unable to start the registry server of port *portNumber*. The port may already be used by another program.

### Explanation

The registry server provided by the Manager function could not be started.

### Parameters

*portNumber*: Number of the port that the Manager provides

### System action

The system terminates processing.

### System administrator response

Check the system environment for problems, such as the operating conditions of other applications.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8012

Unable to start the remote service '*serviceName*'.

### Explanation

The remote service provided by the Manager function could not be started.

## Parameters

*serviceName* : Name of the remote service that the Manager provides

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8013

Unable to connect to the manager. Please check whether the manager is operating correctly. The manager address is *address*.

## Explanation

If failed to connect to the Manager.

## Parameters

*address* : Address used to communicate with the Manager

## System action

The system terminates processing.

## System administrator response

- For Windows:

Open **Control Panel** > **Administrative Tools** > **Services** to check the service status of the ETERNUS SF Storage Cruiser. If it is not running, start it with the following method:

- For clustered systems:

Start the cluster application of the Manager.

- For non-clustered systems:

Open **Control Panel** > **Administrative Tools** > **Services**, and start the ETERNUS SF Storage Cruiser service.

To start the Manager, it is necessary to be able to perform the name resolution of the IP address. Perform the name resolution by adding the definition to the %SystemRoot%\system32\drivers\etc\hosts file.

- For Solaris or Linux:

Execute the following command to check whether the Manager is running.

```
# /bin/ps -ef | grep /opt/FJSVssmgr/jre/bin/java | grep cruiser=daemon | grep -v grep
```

If the process is not displayed, it is necessary to start the Manager with the following method:

- For clustered systems:

Start the cluster application of the Manager.

- For non-clustered systems:

Execute the following command.

```
# /opt/FJSVssmgr/sbin/managerctl start
```

To start the Manager, it is necessary to be able to perform the name resolution of the IP address. Perform the name resolution by adding the definition to the `/etc/hosts` file.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8014

Unable to access to the manager. Please check whether the manager is operating correctly. The manager address is *address*.

### Explanation

If failed to communicate with the Manager.

### Parameters

*address* : Address used to communicate with the Manager

### System action

The system terminates processing.

### System administrator response

- For Windows:

Open **Control Panel** > **Administrative Tools** > **Services** to check the service status of the ETERNUS SF Storage Cruiser. If it is not running, start it with the following method:

- For clustered systems:

Start the cluster application of the Manager.

- For non-clustered systems:

Open **Control Panel** > **Administrative Tools** > **Services**, and start the ETERNUS SF Storage Cruiser service.

To start the Manager, it is necessary to be able to perform the name resolution of the IP address. Perform the name resolution by adding the definition to the `%SystemRoot%\system32\drivers\etc\hosts` file.

- For Solaris or Linux:

Execute the following command to check whether the Manager is running.

```
# /bin/ps -ef | grep /opt/FJSVssmgr/jre/bin/java | grep cruiser=daemon | grep -v grep
```

If the process is not displayed, it is necessary to start the Manager with the following method:

- For clustered systems:

Start the cluster application of the Manager.

- For non-clustered systems:

Execute the following command.

```
# /opt/FJSVssmgr/sbin/managerctl start
```

To start the Manager, it is necessary to be able to perform the name resolution of the IP address. Perform the name resolution by adding the definition to the `/etc/hosts` file.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8015

Unexpected error occurred on the manager. The manager address is *ipAddress*.

### Explanation

An unexpected error, such as a program internal processing error, occurred in the Manager.

### Parameters

*ipAddress*: Address used to communicate with the Manager

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8017

Illegal internal processing has been detected. Unable to use the service '*serviceName*' from any remote clients.

### Explanation

An attempt was made to start a service that is not permitted to use, as a remote service. This is an invalid internal processing within the program.

### Parameters

*serviceName*: Service name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8019

Illegal internal processing has been detected on the manager. Unable to use the service '*serviceName*'.

## Explanation

An unavailable service was requested in the Manager. The Manager is not equipped with the service or the Manager program contains invalid internal processing.

## Parameters

*serviceName* : Requested service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8022

Illegal internal processing has been detected on the manager. Unable to create the service '*serviceName*'.

## Explanation

Invalid internal processing was detected in the Manager. An invalid method was used to initiate the service.

## Parameters

*serviceName* : Name of the service to be instantiated

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## ssmgr8023

Illegal internal processing has been detected: *detail*

## Explanation

Invalid internal processing was detected.

## Parameters

*detail* : Detected error

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr8024

Unrecovered error has been detected: *detail*

### Explanation

An unrecoverable error was detected.

### Parameters

*detail* : Detected error

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr8025

Unexpected error has been detected: *detail*

### Explanation

An unexpected error was detected.

### Parameters

*detail* : Detected error

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## ssmgr8030

The manager is under initialization. Please wait for a while. The manager address is *ipAddress*.

### Explanation

The Manager is being initialized. Operation by the Web Console is not possible.



## Parameters

*ipAddress*: Address used by the Web Console to communicate with the Manager

## System action

The system terminates processing.

## System administrator response

The Web Console cannot operate the Manager until initialization of the Manager is completed. Wait a few moments, and retry the operation.

---

### **ssmgr9100**

ETERNUS SF License Manager is not installed

## Explanation

The program of the license management function has not been installed.

## System action

The command terminates abnormally.

## System administrator response

Install the ETERNUS SF Manager.

---

### **ssmgr9101**

No license for the specified function.

## Explanation

The license for executing the specified function is not registered.

## System action

The command terminates abnormally.

## System administrator response

Register the required license.

# Chapter 11 Messages of stgxfws prefix

---

## stgxfws0001

- For Solaris, Linux, HP-UX, or AIX:  
stgxfws start. PID=*processID*, NodeName=*nodeName*
- For Windows:  
stgxfws start. PID=*processID*

### Explanation

The communication service has started.

### Parameters

*processID*: Process ID of the communication service  
*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system continues processing.

### System administrator response

No response is required.

---

## stgxfws0002

- For Solaris or Linux:  
stgxfws end. PID=*processID*, NodeName=*nodeName*
- For Windows, HP-UX, or AIX:  
stgxfws end. PID=*processID*

### Explanation

The communication service has stopped.

### Parameters

*processID*: Process ID of the communication service  
*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

None.

### System administrator response

No response is required.

---

## stgxfws0003

- For Solaris or Linux:  
stgxfws stop by quick term command. NodeName=*nodeName*
- For Windows, HP-UX, or AIX:  
stgxfws stop by quick term command.

## Explanation

The communication daemon received an urgent termination command.

## Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

Urgent termination processing is carried out.

## System administrator response

No response is required.

---

### stgxfws0004

- For Solaris or Linux:  
stgxfws stop by normal term command. *nodeName=nodeName*
- For Windows, HP-UX, or AIX:  
stgxfws stop by normal term command.

## Explanation

The communication daemon has usually received a termination command.

## Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

Usually, termination processing is carried out.

## System administrator response

No response is required.

---

### stgxfws0011

- For Solaris or Linux:  
stgxfws daemon start error. *iReturn=code*, *errno=errno*, *nodeName=nodeName*
- For Windows, HP-UX, or AIX:  
stgxfws daemon start error. *iReturn=code*, *errno=errno*

## Explanation

The error occurred at the start of a communication daemon.

## Parameters

*code* : Internal code. The displayed value is as follows:

Displayed Value	Explanation
107	A fork function error occurred.
108	A setsid function error occurred.

*errno* : Error number corresponding to the internal code

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system stops.

### System administrator response

- For Solaris or Linux:

Remove the cause of the error, and reactivate the communication daemon of the intended transaction. Refer to "Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to activate a communication daemon.

- For Windows, HP-UX, or AIX:

Please remove the cause of the error and perform the transaction again.

---

### stgxfws0012

- For Solaris or Linux:

stgxfws dll load error. iReturn=*code*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws dll load error. iReturn=*code*

### Explanation

The error occurred when loading a communication daemon's library.

### Parameters

*code* : Internal code. The displayed value is as follows:

Displayed Value	Explanation
191	Opening of a dll file caused an error.
192	Reservation of a dll management domain caused an error.
193	The error occurred in opening of a definition file.
194	The error occurred in reading of a definition file, or a number of definition files, etc.
195	Other errors occurred.

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system stops.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0013

- For Solaris or Linux:

stgxfws port get error. iReturn=*code*, errno=*errno*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws port get error. iReturn=*code*, errno=*errno*

## Explanation

An error occurred when an attempt was made to obtain the port number of the communication daemon.

## Parameters

*code* : Internal code. The displayed value is as follows:

Displayed Value	Explanation
109	The port number could not be obtained.

*errno* : Error number corresponding to the internal code

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The system stops.

## System administrator response

It is necessary to register the port number of a communication daemon (or a communication service for Windows) for a local transaction by both nodes, regardless of the presence of the operation of a local transaction during cluster operation.

- For Solaris or Linux:

Ensure that the port number of the communication daemon ("stgxfws" for a non-cluster or a local transaction, "stgxfws\_logicalNodeName" for a cluster transaction) of the erroneous transaction is registered in /etc/services.

- For Windows:

Check that the port number of the communication service (stgxfws) is registered in the %SystemRoot%\system32\drivers\etc\services.

- For HP-UX:

Check that the port number of the communication daemon (stgxfws) is registered in /etc/services.

In cluster operation, check that all port numbers of the communication service (stgxfws\_logicalNodeName) are registered in /etc/services.

- For AIX:

Check that the port number of the communication daemon (stgxfws) is registered in /etc/services.

---

## stgxfws0014

- For Solaris or Linux:

stgxfws port zero error. NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws port zero error.

## Explanation

0 is specified as the port number of the communication daemon.

## Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The system stops.

## System administrator response

- For Solaris or Linux:

Ensure that the port number of the communication daemon ("stgxfws" for a non-cluster or a local transaction, "stgxfws\_LogicalNodeName" for a cluster transaction) of the erroneous transaction in /etc/services is not 0.

- For Windows:

Check if 0 is registered as the port number of the communication service (stgxfws) in the %SystemRoot%\system32\drivers\etc\services.

- For HP-UX:

Check if 0 is registered as the port number of the communication daemon (stgxfws) in /etc/services.

In cluster operation, check if 0 is registered as port number of the communication service (stgxfws\_LogicalNodeName) in /etc/services.

- For AIX:

Check if 0 is registered as the port number of the communication daemon (stgxfws) in /etc/services.

---

## stgxfws0016

- For Solaris or Linux:

stgxfws socket error. iReturn=*code*, errno=*errno*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws socket error. iReturn=*code*, errno=*errno*

## Explanation

An error occurred when an attempt was made to create a communication environment for the communication daemon.

## Parameters

*code* : Internal code. The displayed value is as follows:

Displayed Value	Explanation
111	A socket function error occurred.
113	A bind function error occurred.
114	A listen function error occurred.
115	A setsockopt function error occurred.

*errno* : Error number corresponding to the internal code

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The system stops.

## System administrator response

- For Solaris or Linux:

Wait several minutes, and then reactivate the communication daemon of the transaction. Refer to "Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to activate the communication daemon.

- For Windows, HP-UX, or AIX:

Wait for a few minutes, and then restart the system.

If the error occurs after the system is restarted several times, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0017

- For Solaris or Linux:  
stgxfws select error. iReturn=*code*, errno=*errno*, nodeName=*nodeName*
- For Windows, HP-UX, or AIX:  
stgxfws select error. iReturn=*code*, errno=*errno*

#### Explanation

An error occurred during the execution of the select function of the communication service or daemon.

#### Parameters

*code* : Return code of the select function

*errno* : Error number of the select function

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

#### System action

The system stops.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0018

- For Solaris or Linux:  
stgxfws accept error. iReturn=*code*, errno=*errno*, nodeName=*nodeName*
- For Windows, HP-UX, or AIX:  
stgxfws accept error. iReturn=*code*, errno=*errno*

#### Explanation

An error occurred during execution of the accept function of the communication service.

#### Parameters

*code* : Return code of the accept function

*errno* : Error number of the accept function

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

#### System action

The system stops.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0019

- For Solaris or Linux:  
stgxfws unknown fd error. nodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws unknown fd error.

### Explanation

The file descriptor received using the select function of the communication daemon is invalid.

### Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system stops.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0020

- For Solaris or Linux:

stgxfws child process fork error. errno=*errno*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws child process fork error. errno=*errno*

### Explanation

The error occurred at the time of a child process starting for processing of a communication daemon.

### Parameters

*errno* : Error number of fork function

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

Wait for the next request from the client.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0022

- For Solaris or Linux:

stgxfws root user error. NodeName=*nodeName*

- For Windows:

stgxfws Administrator user error.

- For HP-UX or AIX:

stgxfw root user error.

### Explanation

- For Solaris, Linux, HP-UX, or AIX:

The communication daemon was activated by a user other than the root user.



- For Windows:

The communication service was activated by a user other than Administrators group of member.

### Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system stops.

### System administrator response

- For Solaris or Linux:

A user with root authority can activate the communication daemon. Refer to "Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to activate the communication daemon.

- For Windows:

Ensure that the system is activated by an Administrator's group member.

- For HP-UX or AIX:

Ensure that the system is activated by a root user.

---

### stgxfws0023

- For Solaris or Linux:

stgxfws type get error. iReturn=*code*, errno=*errno*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws type get error. iReturn=*code*, errno=*errno*

### Explanation

The Managed Server type could not be obtained.

### Parameters

*code* : Internal code

*errno* : Internal code

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system stops.

### System administrator response

If the communication daemon for the transaction was started manually, check the following:

- Is the environment variable SWSTGNODE set correctly?
- Is the operation being executed at an operating node?

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0024

- For Solaris or Linux:

stgxfws system info get error. iReturn=*code*, errno=*errno*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws system info get error. iReturn=*code*, errno=*errno*

### Explanation

Acquisition of system information caused an error.

### Parameters

*code* : Internal code

*errno* : Internal code

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The system stops.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0050

stgxfws global area get error. iReturn=*code*

### Explanation

Error message could also be clearer that this is a memory shortage problem.

### Parameters

*code* : Internal code

### System action

The system terminates processing.

### System administrator response

Perform the following so that a virtual memory area can be allocated, and then re-execute processing.

- Increase the size of the paging file.
- Terminate other applications.

---

## stgxfws0051

stgxfws beginthread error. errno=*errno*

### Explanation

For Windows:

An error occurred during execution of the beginthread function of the communication service.

### Parameters

*errno* : Internal code

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0052

stgxfws AdvancedCopy COM Service error. *errno=errno*

### Explanation

For Windows:

An error occurred during execution of the SetServiceStatus function of the communication service.

### Parameters

*errno* : Internal code

### System action

The system terminates processing.

### System administrator response

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* and restart the applicable service (AdvancedCopy Manager COM service).

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0053

stgxfws RegisterServiceCtrlHandler error. *errno=errno*

### Explanation

For Windows:

An error occurred during execution of the RegisterServiceCtrlHandler function of the communication service.

### Parameters

*errno* : Internal code

### System action

The system terminates processing.

### System administrator response

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* and restart the applicable service (AdvancedCopy Manager COM service).

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0054

stgxfws StartServiceCtrlDispatcher failed. *errno=errno*

### Explanation

For Windows:

An error occurred during execution of the StartServiceCtrlDispatcher function of the communication service.

### Parameters

*errno* : Internal code

### System action

The system terminates processing.

## System administrator response

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* and restart the applicable service (AdvancedCopy Manager COM service).

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0060

- For Solaris, Linux, HP-UX, or AIX:

stgxfws daemon is becoming ready. PID=*processID*, NodeName=*nodeName*

## Explanation

The communication daemon can receive the request.

## Parameters

*processID*: Process ID of the communication daemon

*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The system continues processing.

## System administrator response

No response is required.

---

### stgxfws0101

- For Solaris or Linux:

stgxfws child process error. child PID=*processID*, status=*status*, code=*code*, NodeName=*nodeName*

- For Windows:

stgxfws thread error. thread ID=*threadID*, exitcode=*code*

- For HP-UX or AIX:

stgxfws child process error. child PID=*processID*, status=*status*

## Explanation

The processing was terminated due to an error.

## Parameters

- For Solaris or Linux:

*processID*: Process ID of the request terminated by the error

*status*: Status information

*code*: Return code from processing

*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

- For Windows:

*threadID*: ID of the thread that was terminated by the error

*code*: Termination status of the thread

- For HP-UX or AIX:

*processID*: Process ID of the request terminated by the error

*status*: Status information

## System action

Processing requested by a client is aborted.

## System administrator response

This message is output when a function such as the port scan function sends a request to the ACM Communication daemon or communication service.

Check whether or not functions are communicating to the ACM communication daemon or service port.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0102

- For Solaris or Linux:

stgxfws child process abnormal end. child PID=*processID*, status=*status*, signal=*signalNumber*, nodeName=*nodeName*

- For Windows:

stgxfws thread abnormal end. thread ID=*threadID*, exitcode=*code*

- For HP-UX or AIX:

stgxfws child process abnormal end. child PID=*processID*, status=*status*, signal=*signalNumber*

## Explanation

The processing is terminated abnormally.

## Parameters

- For Solaris or Linux:

*processID*: Process ID of the request that terminated abnormally

*status*: Status information

*signalNumber*: Signal information

*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

- For Windows:

*threadID*: ID of the thread that was terminated by the error

*code*: Termination status of the thread

- For HP-UX or AIX:

*processID*: Process ID of the request that terminated abnormally

*status*: Status information

*signalNumber*: Signal information

## System action

Processing requested by a client is aborted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0103

- For Solaris or Linux:

stgxfws child process stop by term command. pid=*processID*, nodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfws child process stop by term command. pid=*processID*

#### Explanation

The forced-termination command was received during the demand processing from a client.

#### Parameters

*processID*: Process ID

*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

#### System action

The processing from a client is interrupted.

#### System administrator response

No response is required.

---

### stgxfws0201

- For Solaris or Linux:

stgxfw\_rpcproc, input pipe open error. NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfw\_rpcproc, input pipe open error.

#### Explanation

A pipe error occurred during processing.

#### Parameters

*nodeName*: Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

#### System action

The request is aborted.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0202

- For Solaris or Linux:

child process fork error. NodeName=*nodeName*

- For Windows:

stgxfw\_rpcproc, SecurityDescriptor error.

- For HP-UX or AIX:

child process fork error

#### Explanation

The processing failed to start.

## Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The request is aborted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0203

- For Solaris or Linux:  
stgxfw\_rpcproc, Command Exec Error. *nodeName=nodeName*
- For Windows:  
stgxfw\_rpcproc, CreateProcess Error.
- For HP-UX or AIX:  
stgxfw\_rpcproc, Command Exec Error.

## Explanation

The processing could not be executed.

## Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The request is aborted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0204

- For Solaris or Linux:  
child process standard output read error. *nodeName=nodeName*
- For Windows, HP-UX, or AIX:  
child process standard output read error.

## Explanation

An error occurred during the reading of the result data.

## Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The request is aborted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0205

- For Solaris or Linux:  
stgxfwbs\_mstack routine error. *code*, *nodeName=nodeName*
- For Windows, HP-UX, or AIX:  
stgxfwbs\_mstack routine error. *code*

## Explanation

An internal error occurred.

## Parameters

*code* : Internal code  
*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The request is aborted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### stgxfws0206

- For Solaris or Linux:  
256 over command argument. *numOfParams*, *nodeName=nodeName*
- For Windows:  
260bytes over command line.
- For HP-UX or AIX:  
256 over command argument. *numOfParams*

## Explanation

The parameter of a demand exceeded the number of limits.

## Parameters

*numOfParams* : Number of parameters  
*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

A demand is interrupted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



---

## stgxfws0207

- For Solaris or Linux:  
stgxfw\_rpcproc, error pipe open error. *nodeName=nodeName*
- For Windows, HP-UX, or AIX:  
stgxfw\_rpcproc, error pipe open error.

### Explanation

A pipe error occurred during processing.

### Parameters

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

The request is aborted.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0208

- For Solaris or Linux:  
stgxfw\_rpcproc, no command. *commandName*, *nodeName=nodeName*
- For Windows, HP-UX, or AIX:  
stgxfw\_rpcproc, no command. *commandName*

### Explanation

There is no demand to a processing process.

### Parameters

*commandName* : Command name

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

### System action

A demand is interrupted.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0210

- For Solaris or Linux:  
stgxfw\_rpcproc, waitpid error. *errno=errno*, *nodeName=nodeName*
- For Windows:  
stgxfw\_rpcproc, child process wait error. *errno=errno*
- For HP-UX or AIX:  
stgxfw\_rpcproc, waitpid error. *errno=errno*

## Explanation

An internal inconsistency occurred in processing.

## Parameters

*errno* : Internal code

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The request is aborted.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## stgxfws0212

- For Solaris or Linux:

stgxfw\_rpcproc, child process abnormal end. WTERMSIG rtncd=*status*, NodeName=*nodeName*

- For Windows:

stgxfw\_rpcproc, child process abnormal end. Process Terminated exitcode=*code*

- For HP-UX or AIX:

stgxfw\_rpcproc, child process abnormal end. WTERMSIG rtncd=*status*

## Explanation

The command terminated abnormally.

## Parameters

*status* : Status information

*code* : Termination status of processing process

*nodeName* : Logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The system continues processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



.....  
This message may appear if the processing is canceled while device information is being obtained or displayed. In this case, it is not necessary to contact a Fujitsu system engineer.  
.....

---

## stgxfws0213

- For Solaris or Linux:

stgxfw\_rpcproc, LANG could not be set properly. LANG=*language*, NodeName=*nodeName*

- For Windows, HP-UX, or AIX:

stgxfw\_rpcproc, LANG could not be set properly. LANG=*language*

## Explanation

The LANG has not been set up correctly.

## Parameters

*language* : Code of Management Server

*nodeName* : logical node name (In a non-cluster environment or a local transaction during cluster operation, "Local-service" is displayed.)

## System action

The system terminates processing.

## System administrator response

Please set up machine environment to be able to operate in the code of a Management Server.



### Note

The [stgxfws0101](#) message is also output with this message. In this case, it is not necessary to deal with the [System administrator response] of [stgxfws0101](#).

## Chapter 12 Messages of swprv prefix

---

### swprv0001

Registration of a hardware provider went wrong.

#### Explanation

The hardware provider registration failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0002

An hardware provider is registered.

#### Explanation

The hardware provider has already been registered.

#### System action

The system terminates processing.

#### System administrator response

No response is required.

---

### swprv0003

Deletion of an hardware provider went wrong.

#### Explanation

The hardware provider deletion failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0004

An hardware provider is deletion ending.

#### Explanation

The hardware provider has already been registered.

#### System action

The system terminates processing.

#### System administrator response

No response is required.

---

### swprv0100

Internal inconsistency occurred. Server=*serverName*

#### Explanation

An internal inconsistency occurred.

#### Parameters

*serverName* : Server name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0101

Cannot acquire server information.

#### Explanation

The server information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

When the cluster operation is running, check whether the server is a node running in a cluster operation.

---

### swprv0102

Information acquisition went wrong from the repository. Error code=*errCode*

#### Explanation

Information could not be obtained from the repository.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Refer to "[B.2 Error codes for configuration management](#)", take action according to the instructions for the error code, and re-execute processing.

---

### swprv0103

The server is not registered. Server=*serverName*

#### Explanation

The server is not registered.

#### Parameters

*serverName* : Server name

## System action

The system terminates processing.

## System administrator response

Check the server registration status.

---

### swprv0104

The device is not registered. Device=*deviceName*

## Explanation

The device is not registered.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Check the device registration status.

---

### swprv0105

A device is registered as copy set information. Device=*deviceName*, server=*serverName*

## Explanation

The device is already registered as copysset information.

## Parameters

*deviceName* : Device name

*serverName* : Server name

## System action

The system terminates processing.

## System administrator response

Use the reference option of the copysset registration, deletion, or reference command to check the device registration status.

---

### swprv0106

Cannot acquire device information. Server=*serverName*, error=*error*

## Explanation

Device information could not be obtained.

## Parameters

*serverName* : Server name

*error* : Detailed error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

---

## swprv0107

The error occurred in processing between servers. Error code=*errCode*, detailed code=*detail*

### Explanation

An error occurred during processing between servers.

### Parameters

*errCode* : Error code  
*detail* : Detailed code

### System action

The system terminates processing.

### System administrator response

Refer to "[B.1 Error codes for communication service/daemon](#)", take action according to the instructions for the error code, and re-execute processing. "Request send destination server" is the copy target server.

---

## swprv0108

Access of copy set information went wrong. Server=*serverName*

### Explanation

Access to the copyset information failed.

### Parameters

*serverName* : Server name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swprv0109

Fault is in the size of a device. Copied material device=*srcSize*, copy place device=*dstSize*

### Explanation

The device size is invalid.

### Parameters

*srcSize* : Source device size (blocks) for copying  
*dstSize* : Destination device size (blocks) for copying

### System action

The system terminates processing.

### System administrator response

Check the device size.

---

## swprv0110

The device is not registered as copy set information. Device=*deviceName*

## Explanation

The device is not registered as copyset information.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Check the device registration status.

---

## **swprv0111**

The server of cluster employment cannot be made into a copy place server.

## Explanation

A server used for the cluster operation cannot be specified as a copy target server.

## System action

The system terminates processing.

## System administrator response

Confirm the copy target server.

---

## **swprv0112**

The same server was specified at the copy place the copied material. Or the same LUN was specified at the copy place the copied material.

## Explanation

The same server was specified as the copy source and target server, or the same LUN was specified as the copy source and target LUN.

## System action

The system terminates processing.

## System administrator response

Check the server and LUN.

---

## **swprv0113**

The group name format is different.

## Explanation

The group name format is different.

## System action

The system terminates processing.

## System administrator response

Check the group name.

---

## **swprv0114**

The copy type differs from the copy set information that has been registered.



### Explanation

The copy type does not match the copy set information that has already been registered.

### System action

The system terminates processing.

### System administrator response

Check the copy type.

---

### **swprv0115**

The group name has already been registered.

### Explanation

The group name has already been registered.

### System action

The system terminates processing.

### System administrator response

Check the group name.

---

### **swprv0116**

Specify the target device.

### Explanation

Specify the target device.

### System action

The system terminates processing.

### System administrator response

Execute the command with copy destination information specified.

---

### **swprv0117**

The session exists.

### Explanation

The session already exists.

### System action

The system terminates processing.

### System administrator response

Delete the session, and execute copy set deletion processing.

---

### **swprv0118**

It failed in the acquisition of the disk type.

### Explanation

The disk type fetching process failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0119

The copy origin and the disk type at the copy destination are different. Copy origin = *srcDiskType*, Copy destination = *dstDiskType*

## Explanation

The copy source and copy destination are different disk types.

## Parameters

*srcDiskType* : Source disk type for copying

*dstDiskType* : Destination disk type for copying

## System action

The system terminates processing.

## System administrator response

Check the copy source disk and copy destination disk types and make them the same type.

---

### swprv0200

Internal inconsistency occurred.

## Explanation

An internal inconsistency occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0201

Acquisition of device information went wrong. Error=*error*

## Explanation

The device information could not be obtained.

## Parameters

*error* : Detailed error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

---

### swprv0202

Access of copy set information went wrong.

#### Explanation

Access to copyset information failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0203

Acquisition of server information went wrong.

#### Explanation

The server information could not be obtained.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0204

Copy set information is not registered.

#### Explanation

The copyset information is not registered.

#### System action

The system terminates processing.

#### System administrator response

Check the registration status of the target device.

---

### swprv0205

An attempt to obtain physical disk information failed.

#### Explanation

An attempt to obtain physical disk information failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0206

The server has not been registered. Server = *serverName*.

#### Explanation

The server has not been registered.

#### Parameters

*serverName* : Server name

#### System action

The system terminates processing.

#### System administrator response

Check the registration status of the server.

---

#### **swprv0207**

There is not enough memory.

#### Explanation

There is not enough memory.

#### System action

The system terminates processing.

#### System administrator response

Terminate all other applications, and then re-execute.

---

#### **swprv0300**

Internal inconsistency occurred.

#### Explanation

An internal inconsistency occurred.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### **swprv0301**

Insufficient memory occurred.

#### Explanation

A memory shortage occurred.

#### System action

The system terminates processing.

#### System administrator response

Terminate all other applications and then re-execute.

---

#### **swprv0302**

Acquisition of device information went wrong. Error=*error*

## Explanation

The device information could not be obtained.

## Parameters

*error*: Detailed error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

---

## swprv0303

Access of a device went wrong. Error code=*errCode*

## Explanation

Device access failed.

## Parameters

*errCode*: Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swprv0304

It is copy set a non-registered device. Signature=*signature*, disk=*diskNumber*

## Explanation

The device is not registered for copy set.

## Parameters

*signature*: Disk signature

*diskNumber*: Physical disk number

## System action

The system terminates processing.

## System administrator response

Check the device registration status.

---

## swprv0305

Access of copy set information went wrong.

## Explanation

Access to copyset information failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0306

OPC cannot be performed. Error=*error*

#### Explanation

OPC cannot be executed.

#### Parameters

*error*: Detailed error message of ETERNUS Disk storage system

#### System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

If 24 (hardware error requiring CE-CALL) is output as *ERROR* parameter, Advanced Copy was probably not set correctly. Check the ETERNUS Disk storage system setting.

---

### swprv0307

It is execution from other than ACM requestor.

#### Explanation

The execution must be performed from the AdvancedCopy Manager requestor.

#### System action

The system terminates processing.

## System administrator response

Check whether the AdvancedCopy Manager requestor is executed.

---

### swprv0308

The session status is invalid.

#### Explanation

The session status is invalid.

#### System action

The system terminates processing.

## System administrator response

Check the copy status.

---

### swprv0309

The suspend of EC cannot be performed. Error=*error*

#### Explanation

The EC suspend cannot be performed.

## Parameters

*error*: Detailed error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

If 24 (hardware error requiring CE-CALL) is output as *ERROR* parameter, Advanced Copy was probably not set correctly. Check the ETERNUS Disk storage system setting.

---

## swprv0310

An attempt to obtain session information failed. Error=*error*

## Explanation

An attempt to obtain session information failed.

## Parameters

*error*: Detailed error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

If 24 (hardware error requiring CE-CALL) is output as *ERROR* parameter, Advanced Copy was probably not set correctly. Check the ETERNUS Disk storage system setting.

---

## swprv0311

QuickOPC cannot be executed. Error=*error*

## Explanation

The QuickOPC cannot be executed.

## Parameters

*error*: Detailed error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

If 24 (hardware error requiring CE-CALL) is output as *ERROR* parameter, Advanced Copy was probably not set correctly. Check the ETERNUS Disk storage system setting.

---

## swprv0313

It is copy set a non-registered device. DiskID = *diskID*, disk = *diskNumber*

## Explanation

The device is not registered as copy set information.

## Parameters

*diskID*: Disk ID

*diskNumber*: Physical disk number

## System action

The system terminates processing.

## System administrator response

Check the registration status of the device.

---

## swprv0400

An internal conflict has occurred.

## Explanation

An internal conflict has occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swprv0401

There is not enough memory.

## Explanation

There is not enough memory.

## System action

The system terminates processing.

## System administrator response

Terminate all other applications, and then re-execute.

---

## swprv0402

The device has not been registered for EC use in the copy set information.

## Explanation

The device has not been registered for EC use in the copy set information.

## System action

The system terminates processing.

## System administrator response

Check the content registered for the copy set.

---

## swprv0403

An attempt to obtain device information failed.



## Explanation

An attempt to obtain device information failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swprv0404

An attempt to obtain server information failed.

## Explanation

An attempt to obtain server information failed.

## System action

The system terminates processing.

## System administrator response

When the cluster operation is running, check whether the server is a node running in a cluster operation.

---

## swprv0405

Access to copy set information failed. Server = *serverName*

## Explanation

Access to copy set information failed.

## Parameters

*serverName* : Server name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swprv0406

The device is not registered as copy set information. Device=*deviceName*, Server = *serverName*

## Explanation

The device is not registered as copy set information.

## Parameters

*deviceName* : Device name

*serverName* : Server name

## System action

The system terminates processing.

## System administrator response

Check the registration status of the device.

---

### swprv0407

The server has not been registered. Server = *serverName*.

#### Explanation

The server has not been registered.

#### Parameters

*serverName* : Server name

#### System action

The system terminates processing.

#### System administrator response

Check the registration status of the server.

---

### swprv0408

An attempt to obtain physical disk information failed.

#### Explanation

An attempt to obtain physical disk information failed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0409

Operation failed. Error=*error*

#### Explanation

An OPC, EC or QuickOPC operation failed.

#### Parameters

*error* : Detailed error message of ETERNUS Disk storage system

#### System action

The system terminates processing.

#### System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)", take action according to the instructions for the error code, and re-execute processing.

If 24 (hardware error requiring CE-CALL) is output as *ERROR* parameter, Advanced Copy was probably not set correctly. Check the ETERNUS Disk storage system setting.

---

### swprv0410

Copy has not started.

#### Explanation

An OPC, EC or QuickOPC has not started.

### System action

The system terminates processing.

### System administrator response

Check the copy status.

---

### swprv0411

The operation cannot be performed with the current copy status.

### Explanation

The operation cannot be performed with the current copy status.

### System action

The system terminates processing.

### System administrator response

Check the copy status.

If necessary, forcibly stop or pause the operation.

---

### swprv0412

For OPC and QuickOPC, only stop operations are possible.

### Explanation

For OPC and QuickOPC, only stop operations are possible.

### System action

The system terminates processing.

### System administrator response

Check the parameters.

---

### swprv0500

It failed in the change in prov\_copyset.ini.Execution server = *serverName*

### Explanation

The copy set change failed.

### Parameters

*serverName* : Execution server name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swprv0501

The server for the change doesn't exist. Object server = *serverName*

### Explanation

The server name specified to be changed does not exist.

## Parameters

*serverName* : Target server name

## System action

The system terminates processing.

## System administrator response

Check the name of the server to be changed.

---

## swprv0502

Cannot acquire server information.

## Explanation

The server information fetching process failed.

## System action

The system terminates processing.

## System administrator response

For cluster operation, check that the execution machine is a currently operating node.

---

## swprv0503

The server is not registered. Server = *serverName*

## Explanation

The server is not registered.

## Parameters

*serverName* : Server name

## System action

The system terminates processing.

## System administrator response

Check the registration status of the server.

---

## swprv0504

Information acquisition went wrong from the repository. Error code = *errCode*

## Explanation

The process to fetch information from the repository failed.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)", take action according to the instructions for the error code, and re-execute processing.

## Chapter 13 Messages of swsag prefix

---

### swsag0001

Command terminated normally.

#### Explanation

The command was executed successfully.

#### System action

The command is completed normally.

#### System administrator response

No response is required.

---

### swsag0002

Since the selected LogicalVolume has already been set for another HBA, there is a possibility of data corruption when the system is not used for a multi path driver/ Cluster environment.

#### Explanation

An access path has already been set by another host bus adapter (HBA) for the area (LUN) of the GR series (storage) for which the access path is to be set. Therefore, the data via the relevant access path may be damaged by access from that host bus adapter, except when constructing a system that requires common area access setting in a SynfinityCLUSTER or another cluster (nodal failover) environment or multipath disk control (MPLB, MPHD) environment.

#### System action

The command is completed normally.

#### System administrator response

Because it is dangerous to set a relevant access path except when constructing a cluster or multipath control environment, cancel this setting. When constructing a cluster or multipath environment, check and set the access path carefully.

---

### swsag0004

Unexpected condition detected for diagnostic access path.

#### Explanation

Access path diagnosis cannot be performed.

#### System action

The system terminates the access path diagnosis.

#### System administrator response

The access path cannot be diagnosed. Check the LAN connection with the server node to be diagnosed.

---

### swsag0005

A path failure was detected.

#### Explanation

A path error was detected as a result of access path diagnosis.

#### System action

The system terminates the processing upon the detection of a path error during access path diagnosis

## System administrator response

Check the connection of the physical fibre channel that forms the access path.

---

### swsag0006

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

The command is completed normally.

## System administrator response

Reboot the sever node in reconfigure mode.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### swsag0007

Access path was defined normally for server node and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage.

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Also, the host affinity was set for the storage.

To reconfigure the device special file on the server node, first restart the storage and, after it has restarted normally, reboot the target server node in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

The command is completed normally.

## System administrator response

Restart the storage and then reboot the server node in reconfigure mode.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### swsag0008

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

WWPN binding for Fibre Channel HBA was set on the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

The command is completed normally.

## System administrator response

Reboot the server node in reconfigure mode.

(This is necessary if the server node does not support the dynamic reconfiguration function.)

---

### **swsag0009**

Access path was defined normally for storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage.

#### **Explanation**

A host affinity operation was performed for the storage. Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

#### **System action**

The command is completed normally.

#### **System administrator response**

Restart the storage to enable the storage settings. Then, reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### **swsag0010**

The command terminated normally.

#### **Explanation**

The command was executed successfully.

#### **System action**

The command is completed normally.

#### **System administrator response**

No response is required.

---

### **swsag0011**

Access path was defined normally for switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

#### **Explanation**

Zoning was set for the switch to define the access path.

#### **System action**

The command is completed normally.

#### **System administrator response**

The target server node must be rebooted in reconfigure mode to enable the access path settings. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### **swsag0012**

Access path was defined normally for server node and switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

#### **Explanation**

For access path definition, HBA WWPN binding was set for the server node, /kernel/drv/sd.conf was set, and zoning was set for the switch.

#### **System action**

The command is completed normally.

## System administrator response

The target server node must be rebooted in reconfigure mode to enable the access path settings.  
(This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### swsag0013

Access path was defined normally for server node and switch and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage.

## Explanation

For access path definition, HBA WWPN binding was set for the server node, /kernel/drv/sd.conf was set, and zoning was set for the switch.

## System action

The command is completed normally.

## System administrator response

To enable the access path settings, restart the target storage and, after it has started normally, reboot the target server node in reconfigure mode.  
(This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### swsag0014

Access path was defined normally for server node and switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

For access path definition, HBA WWPN binding was set for the server node, /kernel/drv/sd.conf was set, and zoning was set for the switch.

## System action

The command is completed normally.

## System administrator response

The target server node must be rebooted in reconfigure mode to enable the access path settings.  
(This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### swsag0015

Access path was defined normally for switch and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage.

## Explanation

To define the access path, zoning was set for the switch and host affinity was set for the storage.

## System action

The command is completed normally.

## System administrator response

To enable the access path settings, restart the target storage and, after it has started normally, reboot the target server node in reconfigure mode.  
(This is necessary only if the server node does not support the dynamic reconfiguration function.)

---

### swsag0016

The access path setting was executed normally.



## Explanation

Access path setting was performed normally.

## System action

The command is completed normally.

## System administrator response

No response is required.

---

### swsag0017

New device(s) was/were detected.

## Explanation

A new device was detected.

## System action

The command is completed normally.

## System administrator response

Register the device for management.

---

### swsag0018

The selected IP device cannot be found.

## Explanation

No new device could be detected at the specified IP address.

## System action

The command is completed normally.

## System administrator response

Check whether the specified IP address and network environment settings for the Managed device and the settings for detecting the Managed device are valid.

Refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0019

Some devices' access path was modified (XXXX\_NAME). Reboot of some device are required to enable definition (REBOOT\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking driver configuration file (sd.conf/st.conf/etc...) and editing by manual if necessary is required. :

```
XXXX_NAME="%name"
```

```
REBOOT_XXXX_NAME="%name"
```

```
EDIT_HBA_NAME=%name
```

## Explanation

SAN configuration information (access path definition) for some devices was changed. For the server node, the HBA WWPN binding and /kernel/drv/sd.conf settings were changed. For the switch, the zoning settings were changed. For the storage, the host affinity settings were changed. The device is indicated by XXXX\_NAME, where XXXX shows the device type such as HOST, SWITCH, or STORAGE.

If the device definition files (sd.conf/st.conf etc.) are relevant to HBA of a server node and are checked and deemed it is a necessity, then it is necessary to edit.

The device may need to be restarted depending on the device type or the software or hardware status. In this case, the device is indicated by REBOOT\_XXXX\_NAME, where XXXX is the device type, such as HOST, SWITCH, or STORAGE.

## Parameters

%name : Device name

## System action

The command is completed normally.

## System administrator response

If the device definition files (sd.conf/st.conf etc.) are relevant to HBA of a server node and are checked and deemed it is a necessity, then it is necessary to edit.

Restart the device that needs to be restarted.

---

## swsag0020

A problem occurred during this command operation affecting some devices. Some operation(s) failed or was/were skipped (ERR\_XXXX\_NAME/SKIP\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking driver configuration file (sd.conf/st.conf/etc...) and editing by manual if necessary is required. :

ERR\_XXXX\_NAME="%name", "%msg"

SKIP\_XXXX\_NAME="%name", "%msg"

EDIT\_HBA\_NAME="%name"

## Explanation

An attempt was made to change the SAN configuration information (access path definition) for some devices but it failed or was skipped for a certain device or devices.

If SAN configuration information (access path definition) could not be changed for a device, the device is indicated by ERR\_XXXX\_NAME, where XXXX shows the device type such as HOST, SWITCH, or STORAGE. The failure cause is also indicated.

If the device definition files (sd.conf/st.conf etc.) are relevant to HBA of a server node and are checked and deemed it is a necessity, then it is necessary to edit.

If processing was skipped for a device, the device is indicated by SKIP\_XXXX\_NAME, where XXXX shows the device type such as HOST, SWITCH, or STORAGE.

## Parameters

%name : Device name

%msg : Detail information (message)

## System action

Partially completes the command

## System administrator response

Check the error information and then re-enter the command.

If the device definition files (sd.conf/st.conf etc.) are relevant to HBA of a server node and are checked and deemed it is a necessity, then it is necessary to edit.

(Re-execution may not be necessary depending on the command option. Change the SAN configuration information for each device directly (using Telnet or the Web server node function.) )

---

## swsag0021

The access path for some devices was modified (XXXX\_NAME). Reboot of some devices required to enable definition (REBOOT\_XXXX\_NAME). Also, a problem occurred during this operation. Some operation(s) failed or was/were skipped (ERR\_XXXX\_NAME/SKIP\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking driver configuration file (sd.conf/st.conf/etc...) and editing by manual if necessary is required. :

XXXX\_NAME="%name"

REBOOT\_XXXX\_NAME="%name"

ERR\_XXXX\_NAME="%name", "%msg"

```
SKIP_XXXX_NAME="%name", "%msg"  
EDIT_HBA_NAME="%name"
```

## Explanation

An attempt was made to change the SAN configuration information (access path definition) for multiple devices.

That device for which the SAN configuration information (access path definition) could be changed is indicated by XXXX\_NAME, where XXXX is the device type such as HOST, SWITCH, or STORAGE. (For the server node, the HBA WWPN binding and /kernel/drv/sd.conf settings were changed. For the switch, the zoning settings were changed. For the storage, the host affinity settings were changed.) The device may need to be restarted depending on the device type or the software or hardware status. In this case, the device is indicated by REBOOT\_XXXX\_NAME.

If the device definition files (sd.conf/st.conf etc.) are relevant to HBA of a server node and are checked and deemed it is a necessity, then it is necessary to edit.

If the SAN configuration information could not be changed for a device, the device is indicated by ERR\_XXXX\_NAME and the failure cause is also indicated. Any device for which processing was skipped is indicated by SKIP\_XXXX\_NAME.

## Parameters

%name : Device name  
%msg : Message code message

## System action

Partially completes the command

## System administrator response

Restart the device that needs to be restarted.

If the device definition files (sd.conf/st.conf etc.) are relevant to HBA of a server node and are checked and deemed it is a necessity, then it is necessary to edit.

Check the information for the device for which processing failed or was skipped, and then re-execute the processing.

(Re-execution may not be performed depending on the command option. Change the SAN configuration information for each device directly (using Telnet or the Web server node function). )

---

## swsag0022

The selected IP device already exists in DB of administrative server.

## Explanation

One of the following has occurred:

- The device that responds to the specified IP address already exists in the database.
- The device that responds to the specified IP address has been already registered with the IP version different from the specified IP address.

## System action

The command is completed normally.

## System administrator response

Check whether the entered IP address is valid.

This message is also output if device registration with an IP version different from the IP address specified was cancelled before completion sometime in the past. In this case, finish the device registration with the IP version which is different from the specified IP address for now. And then, delete the target device and re-execute the command.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0023**

Deleting the device terminated normally.

#### **Explanation**

The registered device was deleted successfully.

#### **System action**

The command was executed successfully.

#### **System administrator response**

No response is required.

---

### **swsag0024**

Deleting the device terminated normally. During deleting the device, some processing of deleting access paths was done.  
%detail\_Information

#### **Explanation**

Registered devices were deleted. The access path subject to the deletion processing was processed.

#### **Parameters**

%detail\_information : Detail information on the result of access path processing

#### **System action**

The command was executed successfully.

#### **System administrator response**

Follow the instructions given in the detail information. If necessary, save the detail information.

---

### **swsag0025**

Deleting the device terminated. During deleting the device, some processing of deleting access paths was done. Some problems found.  
%detail\_Information

#### **Explanation**

Registered devices were deleted. The access path subject to deletion processing was processed. A problem was detected during the access path processing.

#### **Parameters**

%detail\_information : Detail information on the result of access path processing

#### **System action**

Partially completes the command.

#### **System administrator response**

Follow the instructions given in the detail information. If necessary, save the detail information.

---

### **swsag0030**

A new Fujitsu RAID device (Managed by GRSC) was detected.

### Explanation

A new Fujitsu-manufactured RAID device was detected.

### System action

The command was processed normally.

### System administrator response

No response is required.

---

### **swsag0031**

The selected IP Fujitsu RAID device cannot be found.

### Explanation

A Fujitsu RAID device having the specified IP address could not be detected.

### System action

The command was processed normally.

### System administrator response

Check the IP address.

---

### **swsag0032**

The selected IP Fujitsu RAID device (Managed by GRC) already exists in DB of administrative server.

### Explanation

The Fujitsu RAID device having the specified IP address is already registered in the database.

### System action

The command was processed normally.

### System administrator response

Check the IP address.

---

### **swsag0033**

Adding WWPN Zoning to the switch terminated normally. :  
DONE\_SWITCH\_NAME="%name"

### Explanation

WWPN Zoning has been set for the switch.

### Parameters

%name : Switch name

### System action

The command was processed normally.

### System administrator response

No response is required.

---

### **swsag0034**

Processing to switch is skipped. :  
SKIP\_SWITCH\_NAME="%name"

## Explanation

No processing was performed for the switch.

## Parameters

%name : Switch name

## System action

The system terminates the command processing.

## System administrator response

For the skipped switch, check whether the device monitoring status is normal or check the firmware version, and then re-enter the command.

---

### swsag0035

Adding WWPN Zoning to the switch terminated normally. Also processing to switch is skipped. :  
DONE\_SWITCH\_NAME="%name"  
SKIP\_SWITCH\_NAME="%name"

## Explanation

The zone setting command was executed for one switch and processing was skipped for another.

## Parameters

%name : Switch name

## System action

Partially completes the command.

## System administrator response

Check the error information and then re-enter the command.

For the skipped switch, check whether the device monitoring status is normal or check the firmware version, and then re-enter the command.

---

### swsag0036

Deleting WWPN Zoning from the switch terminated normally. :  
DONE\_SWITCH\_NAME="%name"

## Explanation

The WWPN zoning setting has been deleted from the switch.

## Parameters

%name : Switch name

## System action

The command is completed normally.

## System administrator response

No response is required.

---

### swsag0037

Deleting WWPN Zoning from the switch terminated normally. Also processing to switch is skipped. :  
DONE\_SWITCH\_NAME="%name"  
SKIP\_SWITCH\_NAME="%name"

## Explanation

The zone setting command was executed for one switch and processing was skipped for another.

## Parameters

%name : Switch name

## System action

Partially completes the command.

## System administrator response

Check the error information and then re-enter the command.

For the skipped switch, check whether the device monitoring status is normal or check the firmware version, and then re-enter the command.

---

## swsag0038

Some storage's access path was modified. Reboot of the storages are required to enable definition. :

```
REBOOT_STORAGE_NAME="%name"
```

## Explanation

SAN configuration information for some storage devices was changed.

## Parameters

%name : Storage name

## System action

The command was executed successfully.

## System administrator response

Restart the displayed storage.

---

## swsag0039

A problem occurred during this command operation affecting some storages/switch. Some operation(s) failed or was/were skipped. :

```
SKIP_STORAGE_NAME="%name"
```

```
ERR_STORAGE_NAME="%name"
```

```
ERR_SWITCH_NAME="%name"
```

## Explanation

A problem was detected during command processing for some storages or switches such that some devices were terminated abnormally, or processing for some devices was interrupted.

## Parameters

%name : Device name

## System action

Partially completes the command.

## System administrator response

For the switch or storage for which processing was skipped or which was terminated abnormally, check whether the device status is normal. For the switch for which processing was skipped, also check the firmware version.

---

## swsag0040

The access paths for some storages were modified. Reboot of the storages are required to enable definition. Also, a problem occurred during this operation. Some operation(s) failed or was/were skipped. :

```
REBOOT_STORAGE_NAME="%name"  
SKIP_STORAGE_NAME="%name"  
ERR_STORAGE_NAME="%name"  
ERR_SWITCH_NAME="%name"
```

### Explanation

A problem was detected during command processing for some storages or switches such that some devices were terminated abnormally, or processing for some devices was interrupted.

### Parameters

%name : Device name

### System action

Partially completes the command.

### System administrator response

For the switch or storage for which processing was skipped or which was terminated abnormally, check whether the device status is normal. For the switch for which processing was skipped, also check the firmware version.

---

### swsag0041

The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

The command is completed normally.

### System administrator response

No response is required.

(WWPN zoning can also be set for a switch to increase the security level of the entire SAN configuration.)

---

### swsag0042

Skipped processing storage, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for storage that has the host affinity function.

(WWPN zoning can also be set for a switch to increase the security level of the entire SAN configuration.)

---

### swsag0043

Skipped processing server node, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.



## Explanation

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0044

Skipped processing server node and Storage, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

Access path processing was not performed for the server node (or FC-HBA adapter) and storage device (or FC-CA adapter) because the devices were set up using the manual embedding function.

Perform manual access path processing for the storage that has the host affinity function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Perform manual access path processing for storage that has a host affinity function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0045

Please modify HBA and driver configuration file(sd.conf/st.conf/etc..) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

Changing the access path definition for a combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. After this setting has been made, the target server node must be rebooted in reconfigure mode (this is not necessary if the server node supports the dynamic reconfiguration function.).

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

Partially completes the command.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0046

Skipped processing storage, cause it is a Manually Embedded Device. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped."

### Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After the server node access path definition has been changed, the target server node must be rebooted in reconfigure mode (the server node need not be rebooted if the server node supports the dynamic reconfiguration function.).

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

The command is completed normally.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Perform manual access path processing for the storage that has the host affinity function.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0047

Access path was defined normally for storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage. Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

The command is completed normally.

### System administrator response

Restart the storage to enable the storage settings. Then, reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0048

Access path was defined normally for storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.) after the reboot of selected storage. Skipped processing server node, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function.

Perform manual access path processing for the server node that has a storage affinity function, such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0049

Access path was defined normally for storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. And after the reboot of selected storage, you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported.

Set the server node access path manually.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

Partially completes the command.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

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## swsag0050

The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

Processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

No response is required.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0051

Skipped processing server node, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0052

Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. After this setting has been made, the target server node must be rebooted in reconfigure mode (this is not necessary if the server node supports the dynamic reconfiguration function.).

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

Partially completes the command.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0053

Access path was defined normally for storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

A host affinity operation was performed for the storage. The server node must be rebooted in reconfigure mode to reconfigure the server node special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0054

Access path was defined normally for storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

Partially completes the command.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0055

Access path was defined normally for storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

Partially completes the command.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

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### swsag0056

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

#### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

#### System action

Partially completes the command.

#### System administrator response

The server node must be rebooted in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0057

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

#### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

#### System action

Partially completes the command.

#### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0058

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

#### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0059

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0060

Access path was defined normally for server node and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Also, host affinity was set for the storage.

To reconfigure the device special file on the server node, first restart the storage and then, after it has restarted normally, reboot the target server node in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Restart the storage and then reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0061

Access path was defined normally for server node and storage. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage. The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of the Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings. Then, the server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

Partially completes the command.

## System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

Restart the storage to enable the storage settings. Then, reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0062

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

## System action

The command is completed normally.

## System administrator response

Reboot the server node in reconfigure mode.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)



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## swsag0063

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

## swsag0064

Access path was defined normally for server node and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

WWPN binding for Fibre Channel HBA was set for the server node, and LUN information was set in kernel/drv/sd.conf. Also, host affinity was set for the storage.

The server node must be rebooted in reconfigure mode to reconfigure the device special file on the server node. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

The command is completed normally.

### System administrator response

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

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## swsag0065

Access path was defined normally for server node and storage. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of the Fibre Channel HBA was edited. The appropriate driver configuration file (such as /kernel/drv/st.conf) must be edited manually first.

A host affinity operation was performed for the storage.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0066

The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

No response is required.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

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### swsag0067

Skipped processing storage, cause it is a Manually Embedded Device. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### swsag0068

Access path was defined normally for storage. Reboot of the selected server node is required to enable definition after the reboot of selected storage. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings and the server node must be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Ends the processing normally.

### System administrator response

Restart the storage to enable the storage settings. Then, reboot the server node.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### **swsag0069**

The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

No response is required.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### **swsag0070**

Access path was defined normally for storage. Reboot of the selected server node is required to enable definition. The switch is NO\_SECURITY status. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage. The server node must be rebooted.

Zoning processing for a switch was skipped because the switch status was NO\_SECURITY.

### System action

Partially completes the command.

### System administrator response

Reboot the server node.

(WWPN zoning can also be set for the switch to increase the security level of the entire SAN configuration.)

---

### **swsag0071**

Processing to switch is skipped. Skipped Switch Name (SKIP\_SWITCH\_NAME):  
SKIP\_SWITCH\_NAME="%name"

### Explanation

No processing was performed for the switch.

### Parameters

%name : Switch name

### System action

The system terminates the command processing.

### System administrator response

For the switch for which processing was skipped, also check the firmware version.

---

### swsag0072

New device(s) was/were detected and added.

#### Explanation

A new device was detected and registered.

#### System action

Ends the processing normally.

#### System administrator response

No response is required.

---

### swsag0073

New device(s) was/were detected and added. Reboot or SNMP Agent restart of the client server node machine is required to enable the problem-reporting function of client server node machine.

#### Explanation

A new device was detected and registered. To enable management of the error report settings for the server node, the server node must be rebooted or the SNMP agent in the server node must be restarted.

#### System action

Ends the processing normally.

#### System administrator response

Reboot the target server node, or restart the SNMP agent on the target server node.

---

### swsag0101

An Internal Program inconsistency was detected.

#### Explanation

An internal fatal error was detected.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0102

A critical problem was found in DB of administrative server.

#### Explanation

Fatal inconsistent data was detected in the CIM database.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0103

An inconsistency was detected in DB of administrative server.

## Explanation

Inconsistent data was detected in the CIM database.

## System action

Partially completes the command.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0104

A CIM access error was detected.

## Explanation

A CIM error was detected during CIM database access.

## System action

The system terminates processing.

## System administrator response

One of the reasons for this message being output may be that the CIM data area is full (/var/opt/FJSVssmgr/current/opencimom/logr).

Use the "df -k /var/opt/FJSVssmgr/current/opencimom/logr" command to check whether the disk is full.

If the disk is not full, re-execute processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0105

Input value is invalid. An Internal Program inconsistency was detected.

## Explanation

An unexpected value was detected as an input parameter.

## System action

The system terminates processing.

## System administrator response

When this message is output during detects the device in the subnet, there is a possibility that IP address on the Slave CM side is set with ETERNUS Disk storage system. Please correspond either as follows when IP address on the Slave CM side is set with ETERNUS Disk storage system.

- Please execute "Detect device in subnet" again after invalidating IP address on the Slave CM side.
- Please put into the state that the communication between the Management Server and Slave CM cannot be done, and execute "Detect device in subnet" again.
- Do not perform "Detect device in subnet", please detect devices by "Detect by IP address".

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0106

The input IP address or device name is incorrect.

## Explanation

The format of the input IP address or device name is invalid.

## System action

The system terminates processing.

## System administrator response

Check the format of the input IP address or device name.

---

## swsag0107

The Input AffinityGroup was not found in the configuration of the Storage/CA.

## Explanation

An AffinityGroup name that was not defined for the storage device was specified.

## System action

The system terminates processing.

## System administrator response

Check whether the AffinityGroup name defined for the storage device was specified correctly.

---

## swsag0108

The input LUN(s) is/are not included in the configured Luns on Storage/CA.

## Explanation

An LUN that was not defined for the storage device was specified.

### System action

The system terminates processing.

### System administrator response

Check whether the LUN defined for the storage device was specified correctly.

---

### **swsag0109**

The input Lun lists includes Lun DELETE requirement. Lun deleting is not supported function.

### Explanation

LUN cannot be deleted directly.

### System action

The system terminates processing.

### System administrator response

LUN can be deleted by deleting the corresponding LUN statement from the `/kernel/drv/sd.conf` file on the target server node.

---

### **swsag0110**

An Internal Program Error occurred: The input Hba does not have the information on the last WWPN of the Hba.

### Explanation

An internal error was detected in the program.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

### **swsag0111**

TargetID cannot be changed.

### Explanation

An existing target ID that was set in the server node during access path setting cannot be changed.

### System action

The system terminates processing.

### System administrator response

To change the target ID, first delete the access path and then perform access path setting again using a new target ID.

---

### **swsag0112**

TargetID is already being used.

## Explanation

The same target ID as that used for an access path that was already set from the target host bus adapter (HBA) was specified for access path setting.

## System action

The system terminates processing.

## System administrator response

Multiple access paths cannot be set with the same target ID from one HBA. Use another target ID.

---

### **swsag0113**

The device observe status is not appropriate for the operation.

## Explanation

The device monitoring status is inappropriate for command execution.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

If the device is not registered, first register the device and then re-enter the command.

If the device status is abnormal, restore the device to the normal status and then re-enter the command.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### **swsag0114**

The device observe status of the server node is not appropriate for the operation.

## Explanation

The server node device monitoring status is inappropriate for command execution.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

If the server node device is not registered, first register the device and then re-enter the command.

If the server node device status is abnormal, restore the device to the normal status and then re-enter the command.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### **swsag0115**

The device observe status of the HBA is not appropriate for the operation.

## Explanation

The device monitoring status of the target HBA is inappropriate for executing the specified operation.

## System action

The system terminates processing.



## System administrator response

Check whether the HBA and drivers function normally. Also check whether the SNIA HBA API library is installed normally. For SNIA HBA API library installation, refer to "SNIA HBA API library installation (HP-UX environment excluded)" in the *ETERNUS SF Installation and Setup Guide*.

When the HBA is changed, refer to "Access path inheritance" in the *ETERNUS SF Storage Cruiser Operation Guide* and perform the appropriate action.

---

### swsag0116

The device observe status of the server node and the HBA are not appropriate for the operation.

## Explanation

The device monitoring statuses of the target server node and HBA are inappropriate for executing the specified operation.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Restore the target server node and HBA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0117

The device observe status of the Storage is not appropriate for the operation.

## Explanation

The device monitoring status of the target storage is inappropriate for executing the specified operation.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Restore the target storage to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0118

The device observe status of the server node and the Storage are not appropriate for the operation.

## Explanation

The device monitoring statuses of the target server node and storage are inappropriate for executing the specified operation.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Restore the target server node and storage to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

**swsag0119**

The device observe status of the HBA and the Storage are not appropriate for the operation.

**Explanation**

The device monitoring statuses of the target server node and HBA are inappropriate for executing the specified operation.

**System action**

The system terminates processing.

**System administrator response**

Restore the target HBA and storage to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

**swsag0120**

The device observe status of the server node, HBA and the Storage are not appropriate for the operation.

**Explanation**

The device monitoring statuses of the target server node and storage are inappropriate for executing the specified operation.

**System action**

The system terminates processing.

**System administrator response**

Restore the target server node, HBA, and storage to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

**swsag0121**

The device observe status of the CA is not appropriate for the operation.

**Explanation**

The device monitoring status of the target CA is inappropriate for executing the specified operation.

**System action**

The system terminates processing.

**System administrator response**

Restore the target CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

**swsag0122**

The device observe status of the server node and the CA are not appropriate for the operation.

**Explanation**

The device monitoring statuses of the target server node and CA are inappropriate for executing the specified operation.

**System action**

The system terminates processing.

**System administrator response**

Restore the target server node and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0123

The device observe status of the HBA and the CA are not appropriate for the operation.

#### Explanation

The device monitoring statuses of the HBA and CA are inappropriate for executing the specified operation.

#### System action

The system terminates processing.

#### System administrator response

Restore the target HBA and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0124

The device observe status of the server node, HBA and the CA are not appropriate for the operation.

#### Explanation

The device monitoring statuses of the server node, HBA, and CA are inappropriate for executing the specified operation.

#### System action

The system terminates processing.

#### System administrator response

Restore the target server node, HBA, and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0125

The device observe status of the Storage and the CA are not appropriate for the operation.

#### Explanation

The device monitoring statuses of the target storage and CA are inappropriate for executing the specified operation.

#### System action

The system terminates processing.

#### System administrator response

Restore the target storage and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0126

The device observe status of the server node, Storage and the CA are not appropriate for the operation.

#### Explanation

The device monitoring statuses of the target server node, storage, and CA are inappropriate for executing the specified operation.

#### System action

The system terminates processing.

#### System administrator response

Restore the target server node, storage, and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0127

The device observe status of the HBA,Storage and the CA are not appropriate for the operation.

#### Explanation

The device monitoring statuses of the target HBA, storage, and CA are inappropriate for executing the specified operation.

#### System action

The system terminates processing.

#### System administrator response

Restore the HBA, storage, and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0128

The device observe status of the server node, HBA,Storage and the CA are not appropriate for the operation.

#### Explanation

The device monitoring statuses of the target server node, HBA, storage, and CA are inappropriate for executing the specified operation.

#### System action

The system terminates processing.

#### System administrator response

Restore the target server node, HBA, storage, and CA to the normal status and then re-execute the operation.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag0129

The storage affinity of one HBA is WWNN\_BINDING, It is not appropriate for adding to the server node.

#### Explanation

World Wide Node Name (WWNN) binding is defined for the server node HBA. Because the management unit of this program is World Wide Port Name (WWPN), registration of the relevant server node is restricted.

#### System action

The system terminates processing.

#### System administrator response

Define WWPN binding instead of WWNN binding for the HBA of the server node to be registered, and then perform server node registration again.

---

### swsag0130

The storage affinity of one HBA is PID\_BINDING. It is not appropriate for adding to the server node.

#### Explanation

PID (Fibre Channel PID) binding is defined for the server node HBA. Because the management unit of this program is World Wide Port Name (WWPN), registration of the relevant server node is restricted.

#### System action

The system terminates processing.

## System administrator response

Define WWPN binding instead of PID binding for the HBA of the server node to be registered, and then perform server node registration again.

---

### swsag0131

The storage affinity of one HBA is TID\_BINDING. It is not appropriate for adding to the server node.

## Explanation

PID (Fibre Channel TID) binding is defined for the server node HBA. Because the management unit of this program is World Wide Port Name (WWPN), registration of the relevant server node is restricted.

## System action

The system terminates processing.

## System administrator response

Define WWPN binding instead of TID binding for the HBA of the server node to be registered, and then perform server node registration again.

---

### swsag0132

The zoning configuration of the switch is WWNNZoning. It is not appropriate for adding to switch.

## Explanation

The switch zoning definition includes WWNN.

## System action

The system terminates processing.

## System administrator response

Use WWPN for the switch zoning definition to implement correct zoning management.

---

### swsag0133

The switch is connected to a device which is not confirmed whether it is CA or HBA.

## Explanation

An adapter, which cannot be recognized as either CA or HBA, is connected to the switch.

## System action

The system terminates processing.

## System administrator response

Register CA and HBA information.

---

### swsag0134

Communication with the device could not be executed.

## Explanation

The state of device subject to command processing is such that it cannot be detected on the LAN.

## System action

The system terminates processing.

## System administrator response

Check the LAN connection of the target device.

---

## swsag0135

No device could be found that was being managed by administrative server for the IP address.

### Explanation

An attempt to find the monitored device with the specified IP address failed.

### System action

The system terminates processing.

### System administrator response

Check whether the specified IP address is valid.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

For the server, check the network environment and Agent activation.

Also check whether the settings required for device detection have been made. For details of the settings, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

## swsag0136

To execute this operation, the Port Type of HBA must be 'N' port.

### Explanation

This operation cannot be performed because the HBA FC port type is not set to N.

### System action

The system terminates processing.

### System administrator response

Set the HBA FC port type to N. Refer to the manual for information on how to set the port to N.

---

## swsag0137

The Fibre Channel cable is not physically connected.

### Explanation

The Fibre Channel cable for the path between the operation target HBA and CA is broken.

### System action

The system terminates processing.

### System administrator response

Determine where the Fibre Channel cable between the HBA and CA is broken, and then physically re-connect the cable.

If information cannot be obtained from the Fibre Channel cable refer to "Device is not possible to communicate" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

## swsag0138

There is a critical problem with the FC Port type of HBA, CA or Switch.

## Explanation

HBA or CA is not set for the N-type port, or the switch is not set for the F-type port.

## System action

The system terminates processing.

## System administrator response

Set the HBA and CA Fibre Channel port connection types to Fabric connection (N-type port). For details of the settings, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If re-executing the processing displays the same message, it is assumed that the switch port cannot be set to F type for some reasons.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0139

There is a problem with the FC port type of HBA/CA (1).

## Explanation

The HBA and CA ports were not set to N type.

## System action

The system terminates processing.

## System administrator response

Set the HBA and CA Fibre Channel port connection types to Fabric connection (N-type port). For setting procedures, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

## swsag0140

There is a problem with the FC port type of HBA/CA (2).

## Explanation

The HBA and CA ports were not set to N type.

## System action

The system terminates processing.

## System administrator response

Set the HBA and CA Fibre Channel port connection types to Fabric connection (N-type port). For setting procedures, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

## swsag0141

The connection route and setup for connection between HBA and CA is not appropriate for setAccessPath().

## Explanation

The specified connection route/combination between the HBA and CA is not supported.

## System action

The system terminates processing.

## System administrator response

Refer to the manual to determine which connection route/combinations are supported.

---

### swsag0142

A fatal error occurred during the server node operation.

## Explanation

An error was detected during command processing for the server node.

## System action

The system terminates processing.

## System administrator response

Re-enter the command.

---

### swsag0143

A fatal error occurred during the server node operation. Please call our engineer.(Do not run this operation again.)

## Explanation

A fatal error occurred during command execution for the server node.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0144

A fatal error occurred during the storage operation.

## Explanation

An error was detected during command processing for the storage.

## System action

The system terminates processing.

## System administrator response

Re-enter the command.

---

### swsag0145

Fatal error occurred during switch operation. Server node configuration has already been updated.

## Explanation

An error was detected during the execution of this command for the storage. The server node configuration information has been changed from the state existing before the execution of this command.



### System action

Setting for the server node was executed but other processing was interrupted.

### System administrator response

Re-enter the command.

---

### **swsag0146**

Fatal error occurred during storage operation and server node error recovery failed. Server node configuration has already been updated.

### Explanation

An error was detected during execution of this operation command for the storage.

### System action

Setting for the server node was executed but other processing was interrupted.

### System administrator response

Re-enter the command.

---

### **swsag0147**

Fatal error occurred during storage operation and server node error recovery failed. Please call our engineer.(Do not run this operation again.)

### Explanation

An error was detected during the execution of this operation command for the storage.

Also, a fatal error was detected in the server node operation.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

### **swsag0148**

Fatal error occurred during storage operation. Please call our engineer.(Do not run this operation again.)

### Explanation

An error was detected during the execution of this operation command for the storage.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### **swsag0149**

Fatal error occurred during storage operation. Please call our engineer.(Do not run this operation again.) Server node configuration has already been updated.

#### **Explanation**

The command was executed for the server node but a fatal error was detected during command execution for the storage.

#### **System action**

Setting on the server node was executed but processing for the storage was interrupted.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0150**

Fatal error occurred during storage operation and server node error recovery failed. Server node configuration has already been updated. Please call our engineer.(Do not run this operation again.)

#### **Explanation**

A serious error was detected during the execution of this command for the storage. An error was detected during the execution of ERP processing for the server node. The server node configuration information has been changed from the state existing before the execution of this command.

#### **System action**

Setting for the server node was executed but processing for the storage was interrupted.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0151**

Fatal error occurred during storage operation and server node error recovery failed. Please call our engineer.(Do not run this operation again.)

#### **Explanation**

A serious error was detected during the execution of this command for the storage.

#### **System action**

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0152**

Fatal error occurred during switch operation.

#### Explanation

An error was detected during the execution of this operation on the switch.

#### System action

The system terminates processing.

#### System administrator response

Re-enter the command.

---

### **swsag0153**

Fatal error occurred during switch operation. Server node configuration has already been updated.

#### Explanation

An error was detected during the execution of this command for the switch.

The command was executed successfully for the server node.

#### System action

Executes the setting on the server node but interrupts the processing on the switch.

#### System administrator response

Re-enter the command.

---

### **swsag0154**

Fatal error occurred during switch operation. Server node error recovery failed and server node configuration was updated.

#### Explanation

An error was detected during the execution of this command for the switch.

The command was executed successfully for the server node.

#### System action

Setting for the server node was executed but processing for the switch was interrupted.

#### System administrator response

Re-enter the command.

---

### **swsag0155**

Fatal error occurred during switch operation and server node error recovery failed. Please call our engineer. (Do not run this operation again.)

## Explanation

A serious error was detected during the execution of this command for the storage.

The command was executed for the server node.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **swsag0156**

Fatal error occurred during switch operation. Server node configuration has already been updated.

## Explanation

An error was detected during the execution of this command for the switch.

The command was executed successfully for the server node.

## System action

Executes the processing for the server node but interrupts that for the switch.

## System administrator response

Re-enter the command.

---

## **swsag0157**

Fatal error occurred during switch operation and server node error recovery failed. Server node configuration was updated.

## Explanation

An error was detected during the execution of this operation for the switch.

The operation was executed successfully for the server node.

## System action

Executes the processing on the server node but interrupts that on the switch.

## System administrator response

Re-enter the command.

---

## **swsag0158**

Fatal error occurred during switch operation and server node error recovery failed. Please call our engineer. (Do not run this operation again.)

## Explanation

An error was detected during the execution of this operation for the switch.

Also, a fatal error was detected during the execution of this operation for the server node.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0159

Fatal error occurred during switch operation. Storage recovery procedure failed and storage configuration was updated.

## Explanation

An error was detected during the execution of this operation for the switch.

This operation was executed successfully for the storage.

## System action

Executes the processing for the storage but interrupts that for the switch.

## System administrator response

Re-enter the command.

---

### swsag0160

Fatal error occurred during switch operation. Storage recovery procedure failed and storage configuration was updated.

## Explanation

An error was detected during the execution of this operation for the switch.

This operation was executed for the storage.

## System action

Executes the processing for the storage but interrupts that for the switch.

## System administrator response

Re-enter the command.

---

### swsag0161

Fatal error occurred during switch operation. Storage recovery procedure failed and storage and server node configuration was updated.

## Explanation

An error was detected during the execution of this operation for the switch.

This operation was executed successfully for the storage and server node.

## System action

Executes the processing for the storage and server node but interrupts that for the switch.

## System administrator response

Re-enter the command.

---

### swsag0162

Fatal error occurred during switch operation. Storage and server node recovery procedure failed and storage and server node configuration was updated.

## Explanation

An error was detected during the execution of this operation for the switch.

This operation was executed successfully for the storage and server node.

## System action

Executes the processing for the storage and server node but interrupts that for the switch.

## System administrator response

Re-enter the command.

---

## swsag0163

Fatal error occurred during switch operation. Storage and server node recovery procedure failed and storage configuration was updated. Please call our engineer. (Do not run this operation again.)

## Explanation

An error was detected during the execution of this operation for the switch.

Also, a fatal error was detected during the execution of this operation for the server node.

This operation was executed successfully for the storage.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0164

Fatal error occurred during switch operation. Storage recovery procedure failed. Please call our engineer. (Do not run this operation again.)

## Explanation

An error was detected during the execution of this operation for the switch.

Also, a fatal error was detected during the execution of this operation for the server node.

This operation was executed successfully for the storage.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0165

Fatal error occurred during switch operation. Storage recovery procedure failed. Server node configuration was updated. Please call our engineer. (Do not run this operation again.)

### Explanation

An error was detected during the execution of this operation for the switch.

Also, a fatal error was detected during the execution of this operation for the storage.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0166

Fatal error occurred during switch operation. Storage and server node recovery procedure failed. Server node configuration was updated. Please call our engineer. (Do not run this operation again.)

### Explanation

An error was detected during the execution of this operation on the switch.

Also, a fatal error was detected during the execution of this operation for the storage.

This operation was executed successfully for the server node.

### System action

Executes this operation for the server node but interrupts all other processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0167

Fatal error occurred during switch operation. Storage and server node recovery procedure failed. Please call our engineer. (Do not run this operation again.)

### Explanation

An error was detected during the execution of this operation for the switch.

Also, a fatal error was detected during the execution of this operation for the server node.

### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0168

Unable to obtain Storage Affinity Information. This operation could not be processed.

## Explanation

Storage Affinity Information from the HBA could not be obtained.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0172

Internal Program Error occurred.

## Explanation

An internal error was detected in the program.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0173

Server node agent is already communicating with another manager.

## Explanation

The Agent of the target server node is busy communicating with another Management Server.

## System action

The system terminates processing.



## System administrator response

Re-execute the processing later.

---

### swsag0174

Internal Program Error occurred.

## Explanation

An internal error was detected in the program.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0175

Unexpected Exception occurred

## Explanation

Unexpected exception processing was detected during a management operation.

This message may be output as a result of one of the following reasons:

- The target server node failed while it was processing a request issued by the Manager, or communication failed because of a LAN error.
- The Agent on the relevant server node is stopped.
- Exception processing other than the above was detected in the program. An unexpected exception occurred.

## System action

The system terminates processing.

## System administrator response

- If the relevant server node failed or a LAN error occurred during communication with the relevant server, remove the cause of the error.
- If the Agent is stopped, start it.
- When none of the above items apply,

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0176

Internal Program Error occurred.

## Explanation

An internal error was detected in the program.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **swsag0177**

Internal Program Error occurred.

## Explanation

An internal error was detected in the program.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **swsag0178**

SNMP error occurred in communication with server node.

## Explanation

An SNMP error occurred during communication with the server node.

## System action

The system terminates processing.

## System administrator response

Check the LAN environment for problems.

---

## **swsag0179**

Socket error occurred in communication with server node.

## Explanation

A SOCKET error occurred during communication with the Agent. A possible cause is that the resources (memory and process tables) of the server node on which the Manager is running have been exhausted. A socket error occurred during communication with the server node.

## System action

The system terminates processing.

## System administrator response

Check whether any application that causes a server node resource shortage is running. Also check whether there is an application that generates processes in succession. If resource shortages tend to occur frequently, expand the amount of installed memory.

---

## swsag0180

Unable to find selected server node.

## Explanation

The IP address of the server node on which the Manager is running could not be determined.

## System action

The system terminates processing.

## System administrator response

- Review the definition of the address of the server node on which the Manager is running.
- Check whether the system resources, such as process tables and memory, have been exhausted.
- Check the LAN for errors.

When none of the above items apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0181

No response from server node agent.

## Explanation

This message may be output as a result of any one of the following:

- The server node to which a processing request was issued by the Manager failed, or communication failed because of a LAN error.
- The Agent on the relevant server node has stopped.

## System action

The system terminates processing.

## System administrator response

If the relevant server failed or a LAN error occurred during communication with the relevant server, remove the failure cause.

When none of the above items apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0182

Socket error occurred in switch/hub communication. The target device address: %IP\_ADDRESS

### Explanation

A socket error occurred during communication between the Manager and the switch or hub.

### Parameters

%IP\_ADDRESS : IP address of the destination switch or hub on which the error occurred

### System action

The system terminates processing.

### System administrator response

Check whether the target switch or hub is connected to the LAN. Alternatively, check the LAN environment for problems.

---

## swsag0183

Unable to find selected switch/hub. The target device address: %IP\_ADDRESS

### Explanation

The specified switch or hub was not found.

### Parameters

%IP\_ADDRESS : IP address of the specified switch or hub

### System action

The system terminates processing.

### System administrator response

Check the LAN environment for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0184

Network I/O error occurred in switch/hub communication. The target device address: %IP\_ADDRESS

### Explanation

A network I/O error occurred during communication between the Manager and the switch or hub.

### Parameters

%IP\_ADDRESS : IP address of the destination switch or hub in which an error occurred

## System action

The system terminates processing.

## System administrator response

Check the applicable switch or hub for errors. Alternatively, check the LAN environment for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0185

Timeout error occurred in switch/hub communication. The target device address: %IP\_ADDRESS

## Explanation

A time-out was detected during communication between the Manager and the switch or hub.

## Parameters

%IP\_ADDRESS : IP address of the destination switch or hub in which an error occurred

## System action

The system terminates processing.

## System administrator response

Check whether the target switch or hub is connected to the LAN. Alternatively, check the LAN environment for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0186

No response from switch/hub. The target device address: %IP\_ADDRESS

## Explanation

The specified switch or hub was not found.

## Parameters

%IP\_ADDRESS : IP address of the specified switch or hub

## System action

The system terminates processing.

## System administrator response

Check whether the target switch or hub is connected to the LAN. Alternatively, check the LAN environment for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0187

This device is not supported. The target device address: %IP\_ADDRESS

## Explanation

The device with the specified IP address is not to be managed.

## Parameters

%IP\_ADDRESS : IP address of the specified switch or hub

## System action

The system terminates processing.

## System administrator response

Check whether the specified IP address is valid.

---

## swsag0188

User Name or Password is incorrect for switch/hub. The target device address: %SYS\_NAME:%IP\_ADDRESS

## Explanation

Login to the switch or hub failed because the user name or password was invalid.

## Parameters

%SYS\_NAME : SysName that is set for the switch or hub to which login failed

%IP\_ADDRESS : IP address of the switch or hub to which login failed

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

### System administrator response

If this message was displayed during device registration, re-execute the processing and enter a valid user name and password.

If this message is displayed on a device that has already been registered, first determine the relevant device from "Detail" and then turn off the device power. Select "Refresh" and then "Delete device". Then, select "Equipment registration" again and enter a valid user name and password.

---

### swsag0189

Another user has logged into switch/hub. Logout and run function again. The target device address: %SYS\_NAME:%IP\_ADDRESS

### Explanation

The Manager could not login to the switch or hub because another user has already logged into the device.

### Parameters

%SYS\_NAME : SysName that is set for the switch or hub to which login failed

%IP\_ADDRESS : IP address of the switch or hub to which login failed

### System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

### System administrator response

Log out the process logged into the target device, and then re-execute.

If the target device is unknown, determine it from "Detail".

---

### swsag0190

Parse error on telnet for switch/hub. The target device address: %SYS\_NAME:%IP\_ADDRESS

or

Parse error response for switch. The target device address: %SYS\_NAME:%IP\_ADDRESS

### Explanation

Analysis of the execution results of the TELNET/SSH command issued to the switch or hub failed.

### Parameters

%SYS\_NAME : SysName that is set for the switch or hub to which login failed

%IP\_ADDRESS : IP address of the switch or hub to which login failed

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0191

Command failure on telnet for switch/hub. The target device address: %IP\_ADDRESS

or

Control failure for switch. The target device address: %IP\_ADDRESS

### Explanation

Execution of the TELNET/SSH command issued to the switch or hub failed.

### Parameters

%IP\_ADDRESS : IP address of the switch or hub in which an error occurred

### System action

The system terminates processing.

### System administrator response

Re-enter the command. If execution still fails, the following are possible causes.

- Check if all the cascade-connected fibre channel switches are registered to this software.  
If not so, register all the switches.
- Make sure that the statuses of all the cascade-connected fibre channel switches are normal.

If the above are not applicable, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0192

Index out of bounds. The target device address: %IP\_ADDRESS

### Explanation

An attempt was made to access an address outside of the range of the Manager's internal buffer.

### Parameters

%IP\_ADDRESS : IP address of the switch or hub in which an error occurred

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0193

This is not supported device. : %IP\_ADDRESS



## Explanation

The device with the specified IP address is not to be managed for errors.

## Parameters

%IP\_ADDRESS : IP address of the device not to be managed

## System action

The system terminates processing.

## System administrator response

Check the devices to be managed.

---

## swsag0194

Unrecovered SNMP error occurred. The target device address:%IP\_ADDRESS

## Explanation

An unrecoverable error occurred during processing of the SNMP protocol.

## Parameters

%IP\_ADDRESS : IP address of the switch or hub in which an error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0196

Administrative server using zone name is already registered in this switch. Registered zoning name: %TYPE:%NAME (IP:%IP\_ADDRESS)

## Explanation

The zoning name used by the Manager is already registered as Zone or Alias for a switch.

## Parameters

%TYPE : Zoning type (Zone or Alias) of the name that is already used

%NAME : Name that is already used

%IP\_ADDRESS : IP address of the switch in which an error occurred

## System action

The system terminates processing.

## System administrator response

To set zoning manually, use a name beginning with other than "SNM".

---

## swsag0197

Too many zones for switch. The target device address:%IP\_ADDRESS

## Explanation

The zone setting limit has been reached.

## Parameters

%IP\_ADDRESS : IP address of the switch in which an error occurred

## System action

The system terminates processing.

## System administrator response

Delete any unnecessary zone settings. If there are no unnecessary zone settings that can be deleted, configure another SAN.

---

## swsag0198

Unable to delete zone for switch. This is because of port zoning possibly due to zone setting not being one-to-one. Zone setting: %ZONES (IP:%IP\_ADDRESS)

## Explanation

The Manager can delete only one-to-one correspondent World Wide Port Name (WWPN) zone settings.

## Parameters

%ZONES : Zone setting that could not be deleted

%IP\_ADDRESS : IP address of the switch in which an error occurred

## System action

The system terminates processing.

## System administrator response

Login directly to the switch and then adjust the zone setting manually.

---

## swsag0200

Firmware version switch/hub not supported. Firmware Version: %VERSION (IP:%IP\_ADDRESS)

## Explanation

The switch or hub is of an unsupported firmware version.

## Parameters

%VERSION : Unsupported firmware version

%IP\_ADDRESS : IP address of the switch or hub in which an error occurred

## System action

The system terminates processing.

## System administrator response

Firmware not supported Storage Cruiser is used for the target device.

Contact your Fujitsu customer engineer or system engineer because patches need to be applied to Storage Cruiser.

---

## swsag0201

Registration of SNMP Trap address is full on switch/hub. Failed Registration: %REGISTRATION (IP:%IP\_ADDRESS)

## Explanation

No more switch or hub SNMP trap send destinations can be registered because the registry is full.

## Parameters

%REGISTRATION : IP address of the SNMP trap send destination that could not be registered  
%IP\_ADDRESS : IP address of the switch or hub in which the error occurred

## System action

The system terminates processing.

## System administrator response

Login to the switch or hub directly and delete any unnecessary SNMP trap send destinations.

---

## swsag0202

Device-specific class loading error. The target device address: %IP\_ADDRESS

## Explanation

The device-specific class could not be loaded.

## Parameters

%IP\_ADDRESS : IP address of the device to be processed

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0203

Unexpected Interrupt occurred during processing. The target device address: %IP\_ADDRESS

## Explanation

An interrupt occurred during processing.

## Parameters

%IP\_ADDRESS : IP address of the device to be processed

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0204

Unexpected error occurred. %IP\_ADDRESS

## Explanation

An unexpected error occurred.

## Parameters

%IP\_ADDRESS : IP address of the device to be processed

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0205

Internal Program Error occurred.

## Explanation

An internal program error was detected.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0206

SNMP error occurred on storage communication.

## Explanation

An SNMP error occurred during communication between the storage and server.

## System action

The system terminates processing.

## System administrator response

Check the LAN environment for problems.

When the target device is an ETERNUS Disk storage system, the following environment settings may not be correct. For details, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

- The network environment settings in the disk array (Check whether the network settings for communication with the Manager have been made.)
- SNMP agent environment settings in the disk array

In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMP protocol for communication, may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

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### **swsag0207**

Socket error occurred on storage communication.

#### **Explanation**

A socket error occurred during communication between the storage and server.

#### **System action**

The system terminates processing.

#### **System administrator response**

Check the LAN environment for problems.

---

### **swsag0208**

Selected storage is not found.

#### **Explanation**

The specified storage is not found.

#### **System action**

The system terminates processing.

#### **System administrator response**

Check whether the specified storage is connected to the LAN.

When the target device is an ETERNUS Disk storage system, the following environment settings may not be correct. For details, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

- The network environment settings in the disk array (Check whether the network settings for communication with the Manager have been made.)
- SNMP agent environment settings in the disk array

In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMP protocol for communication, may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

---

### **swsag0209**

Network I/O Error on storage communication.

#### **Explanation**

An I/O error occurred during communication with the storage.

#### **System action**

The system terminates processing.

- When using Storage Cruiser:

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

### System administrator response

Check the LAN environment for problems.

---

### swsag0210

Timeout Error on storage communication.

### Explanation

A time-out occurred during communication with the storage.

### System action

The system terminates processing.

### System administrator response

Check the LAN environment for problems.

Poor and slow communications can cause a timeout when one communication mode is set to "Auto Negotiation" and the other is set to "Full (all dual)".

---

### swsag0211

No response from storage.

### Explanation

A required storage was not found.

### System action

The system terminates processing.

### System administrator response

Check whether the specified storage is connected to the LAN.

When the target device is an ETERNUS Disk storage system, the following environment settings may not be correct. For details, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

- The network environment settings in the disk array (Check whether the network settings for communication with the Manager have been made.)
- SNMP agent environment settings in the disk array

In some cases, the community name of a device such as an ETERNUS Disk storage system, which uses the SNMP protocol for communication, may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

---

### swsag0212

This device is not supported.

### Explanation

Management of the specified IP device is not supported.

## System action

The system terminates processing.

## System administrator response

Check whether the specified IP device is valid.

---

### swsag0215

Another user is logged into the storage. Logout and run function again. login IP: %IP\_ADDRESS

## Explanation

The command issued from the Manager cannot be executed because another user has already logged into the storage.

## Parameters

%IP\_ADDRESS : Login source IP address (This may not be displayed depending on the storage device type.)

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Logout the process logged into the target device, and then re-execute it. If the user fails to explicitly log out from ETERNUSmgr after login, such as when the user terminates the Web server while logging into ETERNUSmgr, ETERNUSmgr remains logged in. In this case, login to ETERNUSmgr again and forcibly logout the invalid login process.

---

### swsag0216

User lacks storage-setting authority.

## Explanation

The user is not authorized to make settings for the storage.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0217

No root password is registered in storage.

## Explanation

The root password is not set in the storage.

## System action

The system terminates processing.

## System administrator response

Set the root password in the storage.

---

### swsag0218

CGI access error occurred in storage communication.

## Explanation

An error occurred during CGI access to the storage.

## System action

The system terminates processing.

## System administrator response

Check the LAN status.

---

### swsag0219

CGI internal command error occurred in storage communication.

## Explanation

An error occurred during send of the CGI command to the storage.

## System action

The system terminates processing.

## System administrator response

Check the LAN status.

---

### swsag0220

Internal Program Error: (Added HBA WWPN for a HBA of Security MODE off)

## Explanation

An internal program error was detected. (An attempt was made to register HBA WWPN in the CA for which the security function is invalid.)

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0221

Internal Program Error: (Tried defining indefinable host affinity for storage)

## Explanation

An internal program error was detected. (An attempt was made to set an access path for the storage for which AffinityGroup setting is disabled.)



## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0222

Internal Program Error: (No Affinity Group setting for device run with affinity group function.)

## Explanation

An internal program error was detected. (An affinity group was not set for the device on which the affinity function is active.)

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0223

CA has another affinity group definition for selected HBA.

## Explanation

The CA selected for access path setting already has another affinity group definition for the relevant HBA.

Only one affinity group can be defined from one HBA.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0224

Selected affinity group not defined in storage

## Explanation

The storage affinity group specified for access path setting is not defined in the storage device.

### System action

The system terminates processing.

### System administrator response

Check whether a correct affinity group has been selected.

---

### **swsag0225**

Internal Program Error: (Different Affinity Group selected)

### Explanation

An internal program error was detected. (The zone assigned to the HBA to be deleted differs from the specified zone.)

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

### **swsag0226**

Internal Program Error: (Invalid CA Logical ID)

### Explanation

An internal program error was detected. (An invalid CA ID was specified. )

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

### **swsag0227**

Registration of Host affinity HBA WWPN is full on storage CA.

### Explanation

No more host affinity HBAs can be registered for the storage CA specified for access path setting because the registry is full.

### System action

The system terminates processing.

### System administrator response

Delete any unnecessary access paths for the specified CA, or expand the size of the storage CA.

---

**swsag0228**

Registration of SNMP Trap address is full on storage.

**Explanation**

Another IP address cannot be set for the SNMP trap send destination on the storage side because the number of the registered IP addresses has reached the maximum.

**System action**

The system terminates processing.

**System administrator response**

Delete any unnecessary SNMP trap send destination IP addresses from those defined in the storage. Use the appropriate storage tool to delete them.

---

**swsag0229**

Registration of SNMP Trap address area is full on storage.

**Explanation**

The SNMP trap setting area in the storage is full and no additional registration is permitted.

**System action**

The system terminates processing.

**System administrator response**

Delete any unnecessary SNMP trap send destination IP addresses from those defined in the storage. Use the proper tool to delete them from storage.

---

**swsag0230**

CGI processing failed in storage communication. (Some storage settings made.)

**Explanation**

An error occurred during the CGI processing from the Manager to the storage.

**System action**

The system terminates processing. The setting for the storage has not been changed.

**System administrator response**

Re-enter the command.

---

**swsag0231**

CGI processing failed in storage communication. (Some storage settings made.)

**Explanation**

An error occurred during the CGI processing from the Manager to the storage.

**System action**

The system terminates processing. The setting for the storage is unclear.

**System administrator response**

Re-enter the command.

---

### swsag0232

CGI processing failed in storage communication. (Some storage settings made.)

#### Explanation

An error occurred during the CGI processing from the Manager to the storage.

#### System action

The system terminates processing. The setting for the storage has been partially changed.

#### System administrator response

Re-enter the command.

---

### swsag0233

Incorrect Storage Configuration.

#### Explanation

A storage internal configuration information error was detected.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

### swsag0235

Selected path is using by other application

#### Explanation

The diagnostic path is being used (open) by another application.

#### System action

The system terminates processing.

#### System administrator response

Re-enter the command.

---

### swsag0236

Administrative server detected error for selected path

#### Explanation

An error occurred during diagnosis of the selected path.

#### System action

The system terminates processing.

#### System administrator response

Re-enter the command.

---

### **swsag0237**

Manager cannot diagnose access path

#### **Explanation**

Path diagnosis cannot be executed.

#### **System action**

The system terminates processing.

#### **System administrator response**

Re-enter the command.

---

### **swsag0238**

Path error detected on server node.

#### **Explanation**

The Agent detected a path error.

#### **System action**

The system terminates processing.

#### **System administrator response**

Re-enter the command.

---

### **swsag0239**

Server node environment error detected. detail: [s1]

#### **Explanation**

An environment error was detected on the Management Server.

#### **Parameters**

s1 : Detail message output by the Agent

#### **System action**

The system terminates processing.

#### **System administrator response**

Apply countermeasures as described in the detail message output by the Agent. For an explanation of the detail message, refer to its message in this manual.

---

### **swsag0240**

Invalid information on server node. detail: [s1]

#### **Explanation**

Invalid information was detected on the Management Server.

#### **Parameters**

s1 : Detail message output by the Agent

#### **System action**

The system terminates processing.

## System administrator response

Apply countermeasures as described in the detail message output by the Agent. For an explanation of the detail message, refer to its message in this manual.

---

### swsag0241

Invalid parameter at SNMP command is detected on server node. detail: [s1]

## Explanation

An invalid value was detected during communication with the Management Server.

The operator made a specification mistake, or the LAN environment may have a problem.

## Parameters

s1 : Detail message output by the Agent

## System action

The system terminates processing.

## System administrator response

Apply countermeasures as described in the detail message output by the Agent. For an explanation of the detail message, refer to its message in this manual.

---

### swsag0242

Invalid operation server node. detail: [s1]

## Explanation

The Agent detected an operation error.

## Parameters

s1 : Detail message output by the Agent

## System action

The system terminates processing.

## System administrator response

Apply countermeasures as described in the detail message output by the Agent. For an explanation of the detail message, refer to its message in this manual.

---

### swsag0243

System error occurred on server node. detail: [s1]

## Explanation

A system error was detected.

## Parameters

s1 : Detail message output by the Agent

## System action

The system terminates processing.

## System administrator response

Apply countermeasures as described in the detail message output by the Agent. For an explanation of the detail message, refer to its message in this manual.

---

## swsag0244

Internal Program Error occurred on server node.

### Explanation

The Agent detected a program internal error.

### System action

The system terminates processing.

### System administrator response

If the sanadmsh chtraprcvip command is executed, check the argument and re-execute the command.

If you still have a problem or other cases, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0245

Failed to update definition file. detail: [s1]

### Explanation

The Agent failed to update the server node device and Fibre Channel environment definition files.

### Parameters

s1 : Detail message output by the Agent

### System action

The system terminates processing.

### System administrator response

Apply countermeasures as described in the detail message output by the Agent. For an explanation of the detail message, refer to its message in this manual.

---

## swsag0246

Internal Program error occurred.

### Explanation

An internal program error was detected.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0247

Timeout occurred to startup of snmp trap handler thread.

#### Explanation

A thread start time-out occurred when the SNMP trap handler was started.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0248

unable to find SNMP library.

#### Explanation

A library required for the SNMP trap handler was not detected.

#### System action

The system terminates processing.

#### System administrator response

The SNMP library may not be installed normally. Check whether the library has been installed normally.

---

### swsag0249

Unable to update zoning configuration, because current zoning configuration is inconsistent. The zoning configuration:

#### Explanation

The current zoning setting could not be updated because the current zoning setting contained an error.

#### System action

The system terminates processing.

#### System administrator response

Check the zoning setting, and then re-execute.

---

### swsag0250

Not supported switch/hub. The target device address: %IP\_ADDRESS

#### Explanation

The relevant switch or hub is not supported.

#### Parameters

%IP\_ADDRESS : IP address of the device to be processed

#### System action

The system terminates processing.



## System administrator response

Check whether the device with the relevant IP address is supported by this software. Also, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0251

The device does not support Beacon function,

#### Explanation

The specified device does not support the beacon function.

#### System action

None

#### System administrator response

No response is required.

---

### swsag0252

The instance is already in DB of SANmgr.

#### Explanation

The specified device or instance already exists in the database.

#### System action

None

#### System administrator response

Check the device status or selection again.

---

### swsag0253

The association of same kind device is already in DB of administrative server.

#### Explanation

The association for the same device type already exists in the database.

#### System action

The system terminates processing.

#### System administrator response

Check the device status or selection again.

---

### swsag0254

More than one device has a same IP address.

#### Explanation

Two or more devices have the same IP address.

### System action

The system terminates processing.

### System administrator response

Check the IP address of each device.

---

### **swsag0255**

More than one HBA/Storage FC Port has a same WWPN.

### Explanation

Two or more HBA/Storage FC Ports have the same WWPN.

### System action

The system terminates processing.

### System administrator response

Check the environment. Particularly, confirm the following.

- Pay careful attention to the Agent configuration file in the Windows operating system. Some values may present a problem.
  - Turn back WWPN to before it changes, when the WWPN of Storage FC Port is changed by using the storage migration function.
  - When this message is output during detects the device in the subnet, there is a possibility that IP address on the Slave CM side is set with ETERNUS Disk storage system. Please correspond either as follows when IP address on the Slave CM side is set with ETERNUS Disk storage system.
    - Please execute "Detect device in subnet" again after invalidating IP address on the Slave CM side.
    - Please put into the state that the communication between the Management Server and Slave CM cannot be done, and execute "Detect device in subnet" again.
    - Do not perform "Detect device in subnet", please detect devices by "Detect by IP address".
- 

### **swsag0256**

The specified device is Manually Embedded Device.

### Explanation

The specified device was set up using the manual embedding function.

This operation cannot be applied to a device that was set up using the manual embedding function.

### System action

None

### System administrator response

No response is required.

---

### **swsag0257**

An Internal Program Error occurred: The specified device is Manually Embedded Device.

### Explanation

An internal program error was detected. (The specified device was set up using the manual embedding function.)

This operation cannot be applied to a device that was set up using the manual embedding function.

### System action

The system terminates processing.

## System administrator response

No response is required.

---

### **swsag0258**

The specified device is not Manually Embedded Device.

## Explanation

The specified device was not set up using the manual embedding function.

This operation cannot be applied to a device that was set up using the manual embedding function.

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### **swsag0259**

An Internal Program Error occurred: The specified device is not Manually Embedded Device.

## Explanation

An internal program error was detected. (The specified device was not set up using the manual embedding function.)

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### **swsag0260**

An Internal Program Error occurred: The logical number of inputted HBA is null.

## Explanation

An internal program error was detected. (The specified HBA logical number is invalid.)

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### **swsag0261**

The cascaded hub group which the inputted Hub included already has one association to Switch.

## Explanation

The FC rules permit only one Fibre Channel cable to be connected from a group of hubs that are cascaded with Fibre Channel cables to the switch. (Normally, only a single connection is permitted.)

## System action

None

## System administrator response

No response is required.

---

**swsag0263**

The kind of specified FC-Adaptor is changed. Need try again.

**Explanation**

The FC adapter type (HBA or CA) has been changed. Re-enter the command.

**System action**

None

**System administrator response**

Re-enter the command.

---

**swsag0264**

An Internal Program Error occurred: Bad combination for Manager association.

**Explanation**

An internal program error was detected. (An invalid device combination was specified.)

**System action**

The system terminates processing.

**System administrator response**

Check the device combination.

---

**swsag0265**

An Internal Program Error occurred: Bad combination for administrative server association.

**Explanation**

An internal program error was detected. (An invalid device combination was specified.)

**System action**

The system terminates processing.

**System administrator response**

Check the device combination.

---

**swsag0266**

An Internal Program Error occurred: Specified devices are same.

**Explanation**

An internal program error was detected. (An association cannot be set up between the same devices.)

**System action**

The system terminates processing.

**System administrator response**

No response is required.

---

**swsag0267**

An Internal Program Error occurred: Specified devices are same.

## Explanation

An internal program error was detected. (An association cannot be set up between the same devices.)

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### **swsag0276**

Could not find any accessible switch.

## Explanation

No enabled switch is found. Check the device monitoring status.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Make sure that the device monitoring status of the switch is normal and that the model name and the firmware version number are correct, and then re-execute the processing.

---

### **swsag0277**

Could not find any accessible switch.

## Explanation

No enabled switch is found. Check the device monitoring status.

## System action

The system terminates processing.

## System administrator response

Make sure that the device monitoring status of the switch is normal and that the model name and the firmware version number are correct, and then re-execute the processing.

For access path settings, refer to "Access path setting has failed" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### **swsag0278**

The FC Adaptor has some access-path(s), could not delete the device which has access-path.

## Explanation

Device deletion cannot be continued because the FC adapter holds an access path.

## System action

The system terminates processing.

## System administrator response

Delete the access path associated with the FC adapter, and then re-execute the processing.

---

### **swsag0279**

Deleting the device finished. But stopping SNMP Trap function to administrative server failed.

## Explanation

Device deletion has been executed. Send of the SNMP trap to the Management Server could not be stopped.

## System action

None

## System administrator response

If necessary, cancel the SNMP Trap send setting that has been manually specified for the device.

---

### **swsag0280**

Internal Program Error occurred (The input value is not appropriate), or the device was already deleted by another Management Window.

## Explanation

The specified device has already been deleted from another operation, or a program internal error (abnormal input value) may have occurred.

## System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Check whether multiple Web Consoles were used and "Delete device" was executed from another Web Console. Also, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0281**

CGI access error occurred in storage communication. Please check that ETERNUSmgr or GRmgr or GR Service Console is working surely.

## Explanation

An error occurred during the CGI processing from the Manager to the storage.

## System action

The system terminates processing. The setting for the storage is unclear.

## System administrator response

Re-enter the command.

---

### **swsag0282**

Agent version is incorrect.

## Explanation

An error occurred during the CGI processing from the Manager to the storage.

## System action

The system terminates processing. The setting for the storage is unclear.

### System administrator response

Re-enter the command.

---

### **swsag0283**

HBA type is incorrect.

### Explanation

An error occurred during CGI processing from the Manager to the storage.

### System action

The system terminates processing. The setting for the storage is unclear.

### System administrator response

Re-enter the command.

---

### **swsag0284**

As other operation of the same Manager is being executed to the storage, this operation could not be executed.

### Explanation

As the storage is being logged in by other operation of the same Manager, the command cannot be executed.

### System action

The system terminates processing.

### System administrator response

Re-execute on completion of other operation of the same Manager.

---

### **swsag0285**

Invalid CA port was specified.

### Explanation

The access path cannot be set to the specified CA.

### System action

The system terminates processing.

### System administrator response

Confirm the adapter type of the CA port to set the access path.  
The adapter type that can be set the access path is FCCA only.

---

### **swsag0286**

The iSCSI Host has already been registered. Processing is terminated because there was setting different from a specified content.

### Explanation

The specified iSCSI host has already been registered. The specified iSCSI host setting is different from the registered one.

### System action

The system terminates processing.

### System administrator response

The content of the iSCSI host setting cannot be changed. Check the content of the iSCSI host setting, and then re-execute.

---

### swsag0287

iSCSI Port has another affinity group definition for selected iSCSI Host.

#### Explanation

The specified iSCSI port already has another Affinity group setting for the selected iSCSI host.

#### System action

The system terminates processing.

#### System administrator response

If you want to change the Affinity group setting, delete Affinity groups that have already been set, and then re-execute.

---

### swsag0288

More than one iSCSI Port has a same iSCSI Name and same IP Address.

#### Explanation

At least two iSCSI ports have the same iSCSI name and IP address.

#### System action

The system terminates processing.

#### System administrator response

Check the iSCSI port setting of each device.

---

### swsag0294

It failed in the setting or the information acquisition of the storage device.

#### Explanation

Setting or information collection failed for the storage device.

#### System action

The system terminates processing.

- When using Storage Cruiser:

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

#### System administrator response

Check for hardware abnormality in the storage device.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0295

A communication error occurred with the storage device.

#### Explanation

A communication error occurred with the storage device.



## System action

The system terminates processing.

- When using Storage Cruiser:

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

## System administrator response

Check the system environment LAN for possible trouble.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0300

Command processing for devices ended abnormally on detection of processing error (ERR\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking device definition file (e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

## Explanation

Command processing was stopped because an error was detected during processing.

## System action

The system terminates processing after changing the access path settings for some devices.

## System administrator response

It will edit, if the device definition files (sd.conf/st.conf etc.) relevant to HBA of a server node are checked and there is necessity.

Check the error information displayed in "Detail" and then re-enter the command.

---

## swsag0301

Command processing for devices ended abnormally on detection of processing error (ERR\_XXXX\_NAME). Some devices' access path was modified (XXXX\_NAME). Reboot of some devices are required to enable definition (if the device is server node and supports dynamic reconfiguration function, unnecessary) (REBOOT\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking device definition file (e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

## Explanation

The processing could not be performed for the device because the status of a certain device was not normal.

## System action

The system terminates processing after changing the access path settings for some devices.

## System administrator response

It will edit, if the device definition files (sd.conf/st.conf etc.) relevant to HBA of a server node are checked and there is necessity.

Check the error information displayed in "Detail", and then re-enter the command.

---

## swsag0302

Some device processing was skipped (SKIP\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking device definition file (e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

## Explanation

Completes the processing by skipping the access path setting for some devices.

## System action

Command processing was stopped because an error was detected during processing.

## System administrator response

It will edit, if the device definition files (sd.conf/st.conf etc.) relevant to HBA of a server node are checked and there is necessity.

Check the status of the storage (for which processing was skipped) indicated in "Detail", and then re-enter the command.

---

### swsag0303

Some device processing was skipped (SKIP\_XXXX\_NAME). And some devices' access path were modified (XXXX\_NAME). Reboot of some devices are required to enable definition (if the device is server node and supports dynamic reconfiguration function, unnecessary) (REBOOT\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking device definition file (e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

## Explanation

Completes the processing by skipping access path setting for some devices.

## System action

Command processing was stopped because an error was detected during processing.

## System administrator response

It will edit, if the device definition files (sd.conf/st.conf etc.) relevant to HBA of a server node are checked and there is necessity.

Check the status of the storage (for which processing was skipped) indicated in "Detail", and then re-enter the command.

---

### swsag0304

Command processing for devices ended abnormally on detection of processing error (ERR\_XXXX\_NAME). And some device processing was skipped (SKIP\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking device definition file (e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

## Explanation

Errors were detected in the access path settings of several devices.

Also, the processing was skipped for a certain device because the device status was not normal.

## System action

Command processing was stopped because an error was detected during processing.

## System administrator response

It will edit, if the device definition files (sd.conf/st.conf etc.) relevant to HBA of a server node are checked and there is necessity.

Check the status of the storage for which processing was skipped and error information indicated in "Detail", and then re-enter the command.

---

### swsag0305

Command processing for devices ended abnormally on detection of processing error (ERR\_XXXX\_NAME). And some device processing was skipped (SKIP\_XXXX\_NAME). And some devices' access path were modified (XXXX\_NAME). Reboot of some devices are required to enable definition (REBOOT\_XXXX\_NAME). 'EDIT\_HBA\_NAME' means checking device definition file (e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

## Explanation

Errors were detected in the access path setting for several devices.

Also, the processing was skipped for a certain device because the device status was not normal.

### System action

Command processing was stopped because an error was detected during processing.

### System administrator response

It will edit, if the device definition files (sd.conf/st.conf etc.) relevant to HBA of a server node are checked and there is necessity.

Check the status of the storage (for which processing was skipped because of an error) indicated in "Detail", and then re-enter the command.

---

### swsag0306

A problem was found in DB of administrative server. Some device's access path configuration was MODIFIED. Reboot device to make this configuration valid(if the device is server node and supports dynamic reconfiguration function, unnecessary). 'EDIT\_HBA\_NAME' means checking device definition file(e.g. sd.conf/st.conf) and editing by manual if necessary is required. :

### Explanation

An inconsistency was detected in the database data. Also, the access path settings for several devices were changed. To validate the settings, the devices must be rebooted.

### System action

Command processing was stopped because an error was detected during processing.

### System administrator response

Contact a Fujitsu system engineer.

---

### swsag0307

Unable to delete zone for switch. This is because of port zoning possibly due to zone setting not being one-to-one. Zone setting: %ZONES

### Explanation

The Manager can delete only a World Wide Port Name (WWPN) zone with one-to-one zone setting.

### Parameters

%ZONES : Zone setting that could not be deleted

### System action

The system terminates processing.

If the access path deletion option has been specified when deleting a device, the device has been deleted properly but the access path deletion processing has been interrupted.

### System administrator response

Login to the switch directly and then manually adjust the zone setting.

---

### swsag0310

The specified switch is NO SECURITY state, it does not have any Zoning setting. All ports are accessible but it is low level security. The user setting is 'KEEP this state'. If you set the switch as 'Set WWPN Zoning', you can get higher security level when connection new Access Path. (Note: 'Set WWPN Zoning' may cause the problem of current Access Path). Please refer the user/operation manual for the problem of current Access Path, how to change the switch setting and details.

### Explanation

The status of the specified switch is NO\_SECURITY.

### System action

None

## System administrator response

Check the system security.

---

### swsag0311

The specified switch is NO SECURITY state; it does not have any Zoning setting. All ports are accessible but it is low level security. The user setting is 'Set WWPN Zoning', so you can get higher security level when connection new Access Path. But 'Set WWPN Zoning' may cause the problem of current AccessPath, to avoid the problem, you can set the switch as 'KEEP this state'. Please refer the user/operation manual for the problem of current Access Path, how to change the switch setting and details.

## Explanation

The status of the switch to be operated is NO\_SECURITY.

## System action

None

## System administrator response

Check the system security.

---

### swsag0312

The specified switch is NO SECURITY state, it does not have any Zoning setting. The user setting is 'Set WWPN Zoning'. Setting WWPN Zoning to the switch bring you higher security level, but it may cause the problem of current Access Path. Please refer the user/operation manual for the problem of current Access Path, how to change the switch setting and details. If you really want to continue to set WWPN Zoning, change the argument and Try again.

## Explanation

The status of the switch to be operated is NO\_SECURITY.

## System action

None

## System administrator response

Check the system security.

---

### swsag0313

The specified switch is NO SECURITY state; it does not have any Zoning setting. Processing stopped because the user setting is 'KEEP this state'. If you change the switch setting to 'Set WWPN Zoning', you can get higher security level when connection new Access Path. (Note: 'Set WWPN Zoning' may case the problem of current Access Path). Please refer the user/operation manual for the problem of current Access Path, how to change the switch setting and details.

## Explanation

The status of the switch to be operated is NO\_SECURITY.

## System action

None

## System administrator response

Check the system security.

---

### swsag0314

Input value is invalid. Deleting the UnknownFcPort is only supported with process level=0. An Internal Program inconsistency was detected.

## Explanation

A device deletion request was issued with the access path deletion option to an UnknownFcPort device.

## System action

None

## System administrator response

No response is required.

---

### **swsag0315**

An error occurred when processing WWPN Zoning to the switch. Error switch name (ERR\_SWITCH\_NAME), Skipped switch name (SKIP\_SWITCH\_NAME), Processed switch name (SWITCH\_NAME):

## Explanation

A problem was detected during the processing for the WWPN zoning of a switch

## System action

None

## System administrator response

No response is required.

---

### **swsag0316**

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system.

## Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system.

## System action

None

## System administrator response

Delete the access path with the server powered down

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

### **swsag0317**

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of HBA is also not appropriate for this operation.

## Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring status of HBA is also inappropriate.

## System action

None

## System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

### swsag0318

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of Storage is also not appropriate for this operation.

#### Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring status of the storage is also inappropriate.

#### System action

None

#### System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

### swsag0319

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of Storage and HBA is also not appropriate for this operation.

#### Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring statuses of the storage and HBA are also inappropriate.

#### System action

None

#### System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

### swsag0320

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of CA is also not appropriate for this operation.

#### Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring status of CA is also inappropriate.

#### System action

None

#### System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

### swsag0321

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of HBA and CA is also not appropriate for this operation.

## Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring statuses of HBA and CA are also inappropriate.

## System action

None

## System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

## swsag0322

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of Storage and CA is also not appropriate for this operation.

## Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring statuses of the storage and CA are also inappropriate.

## System action

None

## System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

## swsag0323

The device observe status of server node should be "TIMEOUT" for deleting MultiPath driver on Windows system. And one of Storage, CA and HBA is also not appropriate for this operation.

## Explanation

The device monitoring status of the server node must be "communication disabled" to enable deletion of the MultiPath driver under Windows system. The device monitoring statuses of HBA, storage, and CA are also inappropriate.

## System action

None

## System administrator response

Delete the access path with the server powered down.

After access path deletion, start the server to execute "Recreation of MultiPath" from the GUI of the MultiPath driver. For "Recreation of MultiPath", refer to the manual for MultiPath driver.

---

## swsag0328

Processing stopped. PORT Zoning to the switch is not supported yet.

## Explanation

Zoning processing in the PORT ZONING format was specified for the switch. The present Manager does not support PORT ZONING.

## System action

None

#### System administrator response

No response is required.

---

#### **swsag0329**

The WWPN of source and destination is SAME. Command terminated.

#### Explanation

The move source WWPN matches the move destination WWPN. Processing was interrupted.

#### System action

None

#### System administrator response

No response is required.

---

#### **swsag0330**

The HBA WWPN of Host Affinity for Create already exists in another AffinityGroup, Please set or check Affinity setting by ETERNUSmgr or GRmgr or GR Service Console.

#### Explanation

The HBA WWPN for host affinity to be created has already been set for another affinity group. Use ETERNUSmgr or GR service console to set host affinity directly.

#### System action

None

#### System administrator response

Set host affinity directly.

---

#### **swsag0331**

Inputted device does not support Performance function for administrative server.

#### Explanation

The performance display function does not support the specified device.

#### System action

None

#### System administrator response

No response is required.

---

#### **swsag0332**

The device does not support Port Beacon function.

#### Explanation

The specified device does not support the port beacon function.

#### System action

None

#### System administrator response

No response is required.



---

**swsag0333**

An Internal Program Error occurred: IP address is required for Performance function.

**Explanation**

An internal program error was detected (IP address information is needed to execute the performance display function.).

**System action**

None

**System administrator response**

No response is required.

---

**swsag0334**

An Internal Program Error occurred: Enterprise code is required for Performance function.

**Explanation**

An internal program error was detected (ENTERPRISE CODE is needed to execute the performance display function.).

**System action**

None

**System administrator response**

No response is required.

---

**swsag0335**

An Internal Program Error occurred: Inputted LUN information is invalid.

**Explanation**

An internal program error was detected (LUN information is needed to execute the performance display function.).

**System action**

None

**System administrator response**

No response is required.

---

**swsag0336**

Source and Destination WWPN is same. Command processing is terminated.

**Explanation**

The inheritance source and destination WWPNs are the same. Processing was interrupted.

**System action**

None

**System administrator response**

No response is required.

---

**swsag0337**

The Fc-Port type of two FcPorts must be same.

## Explanation

The port types of the two specified FC ports do not match. A connection cannot be set up.

## System action

None

## System administrator response

Change the port connection type settings according to the environment.

A port connected to the Fibre Channel switch needs to be set to Fabric connection (N-type port). Set individual ports according to the device type by referring to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

For a port connected to a hub or ports not connected to a Fibre Channel switch, the connection type needs to be set to Loop connection (FC-AL type port). Set the ports by referring the respective driver manuals for HBA or the device manuals for the CA-type port.

---

## swsag0338

The Fibre Channel cable is not physically connected via Switch. Connect Access Path in this case is not supported.

## Explanation

When a Fibre Channel cable is not physically connected via a switch, an access path is not connected. (Normally, an access path need not be connected.)

## System action

None

## System administrator response

No response is required.

---

## swsag0339

Manager could not set the SNMP Trap destination address of the device automatically. Please set following IP address as SNP Trap destination address by appropriate way.

## Explanation

The SNMP trap send destination IP address of the specified device cannot be set. Set the IP address, which is displayed in an appropriate manner for the device, for the SNMP trap send destination.

## System action

None

## System administrator response

Set the IP address, which is displayed in an appropriate manner for the device, for the SNMP trap send destination.

---

## swsag0340

New device was found, but auto-adding the device failed. %MESSAGE

## Explanation

A new device was detected as the result of device search. However, a problem was detected during automatic device registration.

## Parameters

%MESSAGE : Detail information on the problem detected during device registration

## System action

The system terminates processing.

## System administrator response

Register the device again.

---

### swsag0341

The operation for this OS kind or OS version of server node is not supported.

## Explanation

This operation for the selected OS type or version number of server node is not supported.

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### swsag0342

CA's WWPN for HBA storage affinity is plurally saved. An appropriate process(e.g disks -C command) may be not done after Access Path processing on Solaris environment. Or an internal program error occurred.

## Explanation

The specified WWPN for HBA storage affinity and the WWPN for a CA were found to be duplicate during the processing.

If the host node is a Solaris environment proper procedures (for example, commands such as "disks -C") may not have performed, or an internal program error may have occurred.

## System action

The system terminates processing.

## System administrator response

If the host node is a Solaris environment, then check procedures such as access path definition. For details, refer to "Access Path Management" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If the host node is not a Solaris environment or this issue is not solved after taking measures according to the paragraph above, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0343

The operation is not appropriate for this device.

## Explanation

An instruction for an operation that is not supported on the specified device was issued.

## System action

The system terminates processing.

## System administrator response

No response is required.

---

## swsag0345

Unexpected error has occurred.

### Explanation

An unexpected exception occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0400

Network communication error occurred. The target device address:

### Explanation

A network communication error occurred.

### System action

The system terminates processing.

### System administrator response

Check the LAN environment for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0401

Unable to find the device. The target device address:

### Explanation

The specified device was not found.

### System action

The system terminates processing.

## System administrator response

Check whether the entered IP address, the network settings of that device, and the settings required to manage that device are valid.

When the device to be detected is an ETERNUS Disk storage system, the following environment settings may not be correct.

For details, refer to "Environment Configuration" in the *ETERNUS SF Storage Cruiser Operation Guide*.

- The network environment settings in the disk array (Check whether the network settings for communication with the Manager have been made.)
- SNMP agent environment settings in the disk array

In some cases, the community name of an ETERNUS Disk storage system or a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

---

## swsag0402

Network I/O error occurred. The target device address:

### Explanation

An I/O error occurred during network communication.

### System action

The system terminates processing.

## System administrator response

Check the LAN environment for problems. Or, check the target device for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0403

Timeout error occurred in communication with the device. The target device address:

### Explanation

A time-out occurred during communication with the specified device.

### System action

The system terminates processing.

## System administrator response

Check the LAN environment for problems. Alternatively, check the target device for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0404

No response from the device. The target device address:

### Explanation

No response was received from the specified device.

### System action

The system terminates processing.

### System administrator response

Check the LAN environment for problems. Alternatively, check the target device for problems.

In some cases, the community name of a device such as fibre channel switch that uses the SNMP protocol for communication may be set to something other than "public" and the community name of the Management Server may not be changed. If so, communication is disabled because of a mismatch of the community name. The community name of the target device needs to be set for the Management Server.

Set the community name by referring to "SNMP\_COMMUNITY\_NAME\_FOR\_IP" parameter provided in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and reflect the contents of the setting file.

If the problem persists even after checking the above environment settings, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0405

SNMP protocol error occurred. The target device address:

### Explanation

An SNMP protocol error occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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#### **swsag0406**

Unrecovered SNMP error occurred. The target device address:

#### **Explanation**

An unrecoverable SNMP error occurred.

#### **System action**

The system terminates processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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#### **swsag0407**

The device is not a SAN manager server node agent. The target device address:

#### **Explanation**

A server node device was detected but is not an Agent.

#### **System action**

The system terminates processing.

#### **System administrator response**

Check whether the IP address of the specified device is correct. If the detected server node device is an Agent, the Agent may not run normally on the server node. Alternatively, check the target device for problems.

---

#### **swsag0408**

Unable to find a GRSC managing the GR. The target GR address:

#### **Explanation**

A GR disk array unit managed by GRSC was detected but GRSC was not found.

#### **System action**

The system terminates processing.

#### **System administrator response**

Check the LAN environment for problems. Alternatively, check the target device for problems.

---

#### **swsag0409**

Internal program error occurred.

## Explanation

An internal program error was detected.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0410

The device is not supported by the administrative server. The target device address:

## Explanation

The specified device is not supported.

## System action

The system terminates processing.

## System administrator response

Check whether the IP address of the specified device is correct.

---

## swsag0411

The FCMGMT-MIB Revision of the device is not supported by the administrative server. FCMGMT-MIB Revision:

## Explanation

The FCMGMT-MIB revision of the specified device is not supported.

## System action

The system terminates processing.

## System administrator response

Check whether the IP address of the specified device is correct.

---

## swsag0412

The FCMGMT-MIB Unit Type of the device is not supported by the administrative server. FCMGMT-MIB Unit Type:

## Explanation

The FCMGMT-MIB device type of the specified device is not supported.

## System action

The system terminates processing.

## System administrator response

Check whether the IP address of the specified device is correct.

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## swsag0413

Unexpected interrupt occurred during processing. The target device address:



## Explanation

An interrupt occurred during processing.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0414

Unexpected error occurred. The target device address:

## Explanation

An unexpected error occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0420

The SNMPTrap transmission address for the specified device was not able to be chosen automatically: %IPAddress%

## Explanation

During device registration, the automatic SNMP Trap destination address setting function attempted to select the SNMP Trap destination address, but it could not select an appropriate address for the specified device.

## Parameters

%IPAddress% : IP address of the target device

## System action

None

## System administrator response

The network settings of the Management Server may be incorrect.

Check the IP address, host name, and other various network settings of the Management Server.

If no network routing daemon (such as "routed") is used, verify that the default gateway setting is correct.

If the same error occurs even though the setting is correct, refer to "MANAGER\_LAN\_CARD\_IP" in "sanma.conf Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*, and set all IP addresses of the Management Server.

If the same error occurs even after taking the above measures, disable the automatic SNMP Trap destination address setting function, and add the device.

Note that the correct SNMP Trap destination address cannot be selected if the network address conversion such as the NAT function is performed. In such cases, disable the automatic SNMP Trap destination address setting function, and add the device.

When the automatic SNMP Trap destination address setting function is disabled, refer to the device manual, and manually specify an appropriate SNMP Trap destination address.

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### swsag0490

Command canceled.

#### Explanation

The command was canceled.

#### System action

The system closes the command.

#### System administrator response

No response is required.

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### swsag0491

syntax error. detail=%DETAIL

#### Explanation

The command syntax is invalid. 'usage' is displayed.

#### Parameters

%DETAIL : One of the following is displayed:

- If the command was not specified:  
command is not specified.
- If the specified command (value) is invalid:  
command[value] is invalid.
- If the specified parameter is invalid:  
parameter is invalid.
- If the specified option [value] is invalid:  
option[value] is invalid or duplicated.
- If the value or format of the option [value] is invalid:  
[value] is invalid value or format.

#### System action

The system displays 'usage' and terminates processing.

#### System administrator response

The system administrator reviews the command syntax and then re-executes the operation.

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### swsag0492

Unexpected error has occurred.

#### Explanation

An unexpected exception occurred.

## System action

The system terminates processing.

## System administrator response

Please remove the following causes. Afterwards, please operate it again.

- Please start the Manager when the Manager has stopped.
- Please log out when you log in the switch.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### swsag0501

Skipped processing storage, cause it is a Manually Embedded Device.

## Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the storage that has the host affinity function.

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### swsag0502

Skipped processing server node, cause it is a Manually Embedded Device.

## Explanation

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

---

### swsag0503

Skipped processing server node and Storage, cause it is a Manually Embedded Device.

## Explanation

Access path processing was not performed for the server node (or FC-HBA adapter) or storage device (or FC-CA adapter) because the devices were set up using the manual embedding function.

Perform manual access path processing for the storage that has the host affinity function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Perform manual access path processing for the storage that has the host affinity function.

---

### swsag0504

Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. After the setting has been made, the target server node must be rebooted in reconfigure mode. (This is not necessary if the server node supports the dynamic reconfiguration function.)

## System action

Partially completes the command.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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### swsag0505

Skipped processing storage, cause it is a Manually Embedded Device. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After the server node access path definition is changed, the target server node must be rebooted in reconfigure mode (the server node need not be rebooted if the server node supports the dynamic reconfiguration function.).

## System action

The command is completed normally.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Perform manual access path processing for the storage that has the host affinity function.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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### swsag0506

Access path was defined normally for storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.) after the reboot of selected storage. Skipped processing server node, cause it is a Manually Embedded Device.

## Explanation

A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function.

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0507

Access path was defined normally for storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. After the reboot of selected storage, you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported.

Set the server node access path manually.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

Partially completes the command.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0508

Skipped processing server node, cause it is a Manually Embedded Device.

## Explanation

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

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## swsag0509

Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. After this setting has been made, the target server node must be rebooted in reconfigure mode (not needed if the server node supports the dynamic reconfiguration function.).

### System action

Partially completes the command.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0510

Access path was defined normally for storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

A host affinity operation was performed for the storage. The server node must be rebooted in reconfigure mode to reconfigure the server node special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

### System action

The command is completed normally.

### System administrator response

Reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0511

Access path was defined normally for storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node, cause it is a Manually Embedded Device.

### Explanation

A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

### System action

Partially completes the command.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0512

Access path was defined normally for storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported.

Set the server node access path manually.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

### System action

Partially completes the command.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0513

Access path was defined normally for switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device.

### Explanation

Zoning was set for the switch.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

After this setting has been made, the target server node must be rebooted in reconfigure mode (not needed if the server node supports the dynamic reconfiguration function.).

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

---

## swsag0514

Access path was defined normally for switch. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node, cause it is a Manually Embedded Device.

### Explanation

Zoning was set for the switch.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0515

Access path was defined normally for switch. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node and Storage, cause it is a Manually Embedded Device.

### Explanation

Zoning was set for the switch.

Access path processing was not performed for the server node (or FC-HBA adapter) and storage device (or FC-CA adapter) because the devices were set up using the manual embedding function.

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding. Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0516

Access path was defined normally for switch. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

Zoning was set for the switch.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After this setting has been made, the target server node must be rebooted in reconfigure mode (not needed if the server node supports the dynamic reconfiguration function.).

### System action

The command is completed normally.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.



Next, to reconfigure the device special file, the target server node must be rebooted in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0517

Access path was defined normally for switch. Skipped processing storage, cause it is a Manually Embedded Device. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

#### Explanation

Zoning was set for the switch.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After this setting has been made, the target server node must be rebooted in reconfigure mode (not needed if the server node supports the dynamic reconfiguration function.).

#### System action

The command is completed normally.

#### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Perform manual access path processing for the storage that has the host affinity function.

Next, to reconfigure the device special file, the target server node must be rebooted in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0518

Access path was defined normally for switch and storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.) after the reboot of selected storage. Skipped processing server node, cause it is a Manually Embedded Device.

#### Explanation

Zoning was set for the switch to define the access path. A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function.

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

#### System action

The command is completed normally.

#### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0519

Access path was defined normally for switch and storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. And after the reboot of selected storage, you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Zoning was set for the switch to define the access path. A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

The command is completed normally.

## System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0520

Access path was defined normally for switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Zoning was set for the switch to define the access path.

## System action

The command is completed normally.

## System administrator response

The target server node must be rebooted in reconfigure mode to enable the access path settings. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0521

Access path was defined normally for switch. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node, cause it is a Manually Embedded Device.

## Explanation

Zoning was set for the switch.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0522

Access path was defined normally for switch. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

Zoning was set for the switch.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After this setting has been made, the target server node must be rebooted in reconfigure mode (not needed if the server node supports the dynamic reconfiguration function.).

### System action

The command is completed normally.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Next, to reconfigure the device special file, the target server node must be rebooted in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0523

Access path was defined normally for switch and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

To define the access path, zoning was set for the switch and host affinity was set for the storage.

### System action

The command is completed normally.

### System administrator response

The target server node must be rebooted in reconfigure mode to enable access path setting. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0524

Access path was defined normally for switch and storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node, cause it is a Manually Embedded Device.

### Explanation

To define the access path, zoning was set for the switch and host affinity was set for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

After this setting has been made, the target server node must be rebooted in reconfigure mode. (This is not necessary if the server node supports the dynamic reconfiguration function.).

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

The target server node must be rebooted in reconfigure mode to enable access path setting. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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### swsag0525

Access path was defined normally for switch and storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

#### Explanation

To define the access path, zoning was set for the switch and host affinity was set for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After this setting has been made, the target server node must be rebooted in reconfigure mode. (This is not necessary if the server node supports the dynamic reconfiguration function.).

#### System action

The command is completed normally.

#### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

The target server node must be rebooted in reconfigure mode to enable access path setting. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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### swsag0526

Could not find any accessible switch. Processing with switch was skipped.

#### Explanation

An attempt was made to search for a switch that can be used for access path definition but none was found.

This error occurs if no switch is registered or if the switch status is abnormal.

#### System action

Partially completes the command.

#### System administrator response

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command.

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### swsag0527

Skipped processing storage, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

#### Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

#### System action

Partially completes the command.

## System administrator response

Perform manual access path processing for storage that has the host affinity function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0528

Skipped processing server node, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

## Explanation

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

## System action

Partially completes the command.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0529

Skipped processing server node and Storage, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

## Explanation

Access path processing was not performed for the server node (or FC-HBA) and storage device (or FC-CA adapter) because the devices were set up using the manual embedding function.

Perform manual access path processing for the storage that has the host affinity function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

## System action

Partially completes the command.

## System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Perform manual access path processing for the storage that has the host affinity function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0530

Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. After this setting has been made, the target server node must be rebooted in reconfigure mode. (This is not necessary if the server node supports the dynamic reconfiguration function.).

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0531

Skipped processing storage, cause it is a Manually Embedded Device. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually.

After the server node access path definition is changed, the target server node must be rebooted in reconfigure mode (the server node need not be rebooted if the server node supports the dynamic reconfiguration function.).

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Perform manual access path processing for the storage that has the host affinity function.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0532

Access path was defined normally for storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0533

Access path was defined normally for storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.) after the reboot of selected storage. Skipped processing server node, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function.

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0534

Access path was defined normally for storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. And after the reboot of selected storage, you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported.

Set the server node access path manually.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Restart the storage to enable the storage settings, and then reboot the server node in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0535

Could not find any accessible switch. Processing with switch was skipped.

### Explanation

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0536

Skipped processing server node, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.



An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0537

Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. After this setting has been made, the target server node must be rebooted in reconfigure mode (not needed if the server node supports the dynamic reconfiguration function.).

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Then, the target server node must be rebooted in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0538

Access path was defined normally for storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage. The server node must be rebooted in reconfigure mode to reconfigure the server node special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Switch processing was skipped because the switch version was not supported or no available switch was found.

### System action

Partially completes the command.

### System administrator response

Reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0539

Access path was defined normally for storage. You can make device path of server node (Manually Embedded server node) using server node device awareness method (e.g. server node reboot or dynamic reconfigure function.). Skipped processing server node, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

#### Explanation

A host affinity operation was performed for the storage.

Access path processing was not performed for the server node or FC-HBA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

#### System action

Partially completes the command.

#### System administrator response

Perform manual access path processing for the server node that has a storage affinity function such as HBA WWPN binding.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0540

Access path was defined normally for storage. Please modify HBA and driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

#### Explanation

A host affinity operation was performed for the storage.

Changing of the access path definition for the combination of the specified FC-HBA and storage type is not supported. Set the server node access path manually. Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

#### System action

Partially completes the command.

#### System administrator response

Manually change the access path definition related to the specified FC-HBA and storage type.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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### swsag0541

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device.

#### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

#### System action

Partially completes the command.

#### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0542

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

#### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

#### System action

Partially completes the command.

#### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0543

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device.

#### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as `/kernel/drv/st.conf`).

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0544

Access path was defined normally for server node and storage. Please modify driver configuration file (`sd.conf/st.conf/etc...`) manually for new devices. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as `/kernel/drv/st.conf`) manually.

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings. Then, the server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as `/kernel/drv/st.conf`).

Restart the storage to enable the storage settings. Then, reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0545

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in `kernel/drv/sd.conf`. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

### System action

Partially completes the command.

### System administrator response

Reboot the server node in reconfigure mode.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0546

Access path was defined normally for server node. Please modify driver configuration file (`sd.conf/st.conf/etc...`) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

## System action

Partially completes the command.

## System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0547

Access path was defined normally for server node and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Also, host affinity was set for the storage.

The server node must be rebooted in reconfigure mode to reconfigure the device special file on the server node. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

Partially completes the command.

## System administrator response

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0548

Access path was defined normally for server node and storage. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

A host affinity operation was performed for the storage.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

## System action

Partially completes the command.

## System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0549

Access path was defined normally for server node and switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device.

### Explanation

For access path definition, HBA WWPN binding was set for the server node, `/kernel/drv/sd.conf` was set, and zoning was set for the switch.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

### System action

Partially completes the command.

### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0550

Access path was defined normally for server node and switch. Please modify driver configuration file (`sd.conf/st.conf/etc...`) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as `/kernel/drv/st.conf`) manually.

Zoning was set for the switch.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as `/kernel/drv/st.conf`). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0551

Access path was defined normally for server node and switch. Please modify driver configuration file (`sd.conf/st.conf/etc...`) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as `/kernel/drv/st.conf`) manually.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

Zoning was set for the switch.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

## System action

Partially completes the command.

## System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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### swsag0552

Access path was defined normally for server node and switch and storage. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage.

## Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

Zoning was set for the switch.

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings. Then, the server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

## System action

Partially completes the command.

## System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

Restart the storage to enable the storage settings. Then, reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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### swsag0553

Access path was defined normally for server node and switch. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Zoning was set for the switch.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

Partially completes the command.

## System administrator response

Reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

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### swsag0554

Access path was defined normally for server node and switch. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Zoning was set for the switch.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

Partially completes the command.

## System administrator response

Reboot the server node in reconfigure mode.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

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## swsag0555

Access path was defined normally for server node and switch and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Also, host affinity was set for the storage. Zoning was set for the switch.

The server node must be rebooted in reconfigure mode to reconfigure the device special file on the server node. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

Partially completes the command.

## System administrator response

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

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## swsag0556

Access path was defined normally for server node and switch and storage. Please modify driver configuration file (sd.conf/st.conf/ etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.).

## Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

A host affinity operation was performed for the storage. Zoning was set for the switch.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

## System action

Partially completes the command.

## System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

The server node must be rebooted in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.



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## swsag0557

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

The server node must be rebooted in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

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## swsag0558

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0559

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0560

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Skipped processing storage, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

Perform manual access path processing for the storage that has the host affinity function.

Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0561

Access path was defined normally for server node and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Also, host affinity was set for the storage.

To reconfigure the device special file on the server node, first restart the storage and then, after it has restarted normally, reboot the target server node in reconfigure mode. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

The command is completed normally.

### System administrator response

Restart the storage and then reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.) Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0562

Access path was defined normally for server node and storage. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.) after the reboot of selected storage. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings. Then, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

Restart the storage to enable the storage settings. Then, reboot the server node in reconfigure mode. (This is necessary only if the server node does not support the dynamic reconfiguration function.)

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

### swsag0563

Access path was defined normally for server node. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

#### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

#### System action

The command is completed normally.

#### System administrator response

Reboot the server node in reconfigure mode.

(This is necessary only if the server node does not support the dynamic reconfiguration function.)

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

### swsag0564

Access path was defined normally for server node. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

#### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. However, a server node that supports the dynamic reconfiguration function need not be rebooted.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

#### System action

Partially completes the command.

#### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf). Next, the server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0565

Access path was defined normally for server node and storage. You can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

WWPN binding for Fibre Channel HBA was set in the server node, and LUN information was set in kernel/drv/sd.conf. Also, host affinity was set for the storage.

The server node must be rebooted in reconfigure mode to reconfigure the device special file on the server node. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

The command is completed normally.

### System administrator response

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0566

Access path was defined normally for server node and storage. Please modify driver configuration file (sd.conf/st.conf/etc...) manually for new devices. Then you can make device path of server node using server node device awareness method (e.g. server node reboot or dynamic reconfiguration function.). Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path operation was performed for the server node. For server node access path setting, only the configuration file (WWPN binding) of Fibre Channel HBA was edited. First edit the appropriate driver configuration file (such as /kernel/drv/st.conf) manually.

A host affinity operation was performed for the storage.

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Manually edit the appropriate driver configuration file (such as /kernel/drv/st.conf).

The server node must be rebooted in reconfigure mode to reconfigure the device special file. The server node need not be rebooted, however, if it supports the dynamic reconfiguration function.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0567

Skipped processing storage, cause it is a Manually Embedded Device.

## Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the storage that has the host affinity function.

---

## **swsag0568**

Access path was defined normally for storage. Reboot of the selected server node is required to enable definition after the reboot of selected storage.

## Explanation

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings and the server node must be rebooted.

## System action

The command is completed normally.

## System administrator response

Restart the storage to enable the storage settings. Then, reboot the server node.

---

## **swsag0569**

Access path was defined normally for storage. Reboot of the selected server node is required to enable definition.

## Explanation

A host affinity operation was performed for the storage. The server node must be rebooted.

## System action

The command is completed normally.

## System administrator response

Reboot the server node.

---

## **swsag0570**

Access path was defined normally for switch. Reboot of the selected server node is required to enable definition.

## Explanation

Zoning was set for the switch.

## System action

The command is completed normally.

## System administrator response

Reboot the server node.

---

## **swsag0571**

Access path was defined normally for switch. Reboot of the selected server node is required to enable definition. Skipped processing storage, cause it is a Manually Embedded Device.

## Explanation

Zoning was set for the switch.

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

The server node must be rebooted.

## System action

The command is completed normally.

## System administrator response

Perform manual access path processing for the storage that has the host affinity function.

Reboot the server node.

---

## **swsag0572**

Access path was defined normally for switch and storage. Reboot of the selected server node is required to enable definition after the reboot of selected storage.

## Explanation

Zoning was set for the switch. A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings and the server node must be rebooted.

## System action

The command is completed normally.

## System administrator response

Restart the storage to enable the storage settings. Then, reboot the server node.

---

## **swsag0573**

Access path was defined normally for switch. Reboot of the selected server node is required to enable definition.

## Explanation

Zoning was set for the switch.

## System action

The command is completed normally.

## System administrator response

Reboot the server node.

---

## **swsag0574**

Access path was defined normally for switch and storage. Reboot of the selected server node is required to enable definition.

## Explanation

Zoning was set for the switch. A host affinity operation was performed for the storage. The server node must be rebooted.

## System action

The command is completed normally.

## System administrator response

Reboot the server node.

---

## swsag0575

Could not find any accessible switch. Processing with switch was skipped.

### Explanation

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0576

Skipped processing storage, cause it is a Manually Embedded Device. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

Access path processing was not performed for the storage device or FC-CA adapter because the device was set up using the manual embedding function. Perform manual access path processing for the storage that has the host affinity function.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

The command is completed normally.

### System administrator response

Perform manual access path processing for the storage that has the host affinity function.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0577

Access path was defined normally for storage. Reboot of the selected server node is required to enable definition after the reboot of selected storage. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage. The storage must be restarted to enable the storage settings and the server node must be rebooted.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

The command is completed normally.

### System administrator response

Restart the storage to enable the storage settings. Then, reboot the server node.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.



---

## swsag0578

Could not find any accessible switch. Processing with switch was skipped.

### Explanation

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

Partially completes the command.

### System administrator response

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0579

Access path was defined normally for storage. Reboot of the selected server node is required to enable definition. Could not find any accessible switch. Processing with switch was skipped.

### Explanation

A host affinity operation was performed for the storage. The server node must be rebooted.

An attempt was made to search for a switch that can be used for access path definition but none was found.

This problem occurs if the switch version is not supported, if no switch is registered, or if the device status of the switch is abnormal.

### System action

The command is completed normally.

### System administrator response

Reboot the server node.

Check the switch between the specified FC ports. If no switch is present or if none is registered, no action is required.

If the device status of each switch is abnormal, wait until the device statuses become normal and then re-enter the command. If the switch version is not supported, operate the switch directly.

---

## swsag0591

The Input CA was not found.

### Explanation

The specified CA cannot be found. Either the specified CA is invalid, or the storage device that was used to install the CA has not been registered.

### System action

The system terminates processing.

### System administrator response

Perform either of the following actions and then re-execute the operation.

- If the specified CA is invalid,
  - Check whether the CA that was installed in the storage device has been specified correctly.
- If the storage device has not been registered,
  - Register the storage device that was used to install the specified CA.

---

## swsag0592

The specified switch is NO SECURITY state, it does not have any Zoning setting. Setting WWPN Zoning to the switch bring you higher security level, but it may cause the problem of current Access Path. Please refer the user/operation manual for the problem of current Access Path, how to change the switch setting and details.

### Explanation

The status of the operation target switch is that there are NO\_SECURITY settings.

### System action

None

### System administrator response

The system administrator checks the system security.

---

## swsag0593

Access path addition or deletion went wrong.

### Explanation

In the state of the device that relates to access path setting, access path cannot be set.

### System action

The system terminates processing.

### System administrator response

Please remove the following causes. Afterwards, please operate it again.

- When the server node equipped with the specified HBA is registered in this software
  - Please start this server node when an access path is set up. Moreover, please remove the cause when the monitoring status of HBA is not normal.
  - Please stop this server node when an access path is deleted.
- Please register when storage is not registered in this software.
- Please remove the cause when the status of storage is not normal.  
Authentication failure may be occurred because the number of sessions of SSH communication to storage has reached the upper limit. In that case, set the user name and password again with the Web Console.
- If the password of either of the following devices is changed, set the correct user name and password that have been set in the device with the Web Console.
  - Device that relates to access path setting
  - Device connected with the device that relates to access path setting

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*
- 

## swsag0601

Exit Performance Manager.

## Explanation

Confirm whether or not to end performance management.

## System action

If **OK** is clicked, performance management ends.

## System administrator response

To end performance management, click **OK**. Otherwise, click **Cancel**.

---

## swsag0612

Failed to update the registration information for device %NAME%(%IP\_ADDRESS%).

## Explanation

The device registration information could not be updated because an error occurred while the configuration file was read or written.

## Parameters

%NAME% : Name of the registered device

%IP\_ADDRESS% : IP address of the registered device

## System action

The system terminates processing.

## System administrator response

If a detail message is output, check the message content. If the system failed to read the configuration file, select "Create Configuration Information File" and then update the registration information again. If the system failed to write to the configuration file, update the registration information again.

---

## swsag0613

All performance graph of the device is deleted. A device configuration file for device %NAME%(%IP\_ADDRESS%) will be created and the tree view will be updated. Also, all the performance graphs of device %NAME%(%IP\_ADDRESS%) will be deleted. And the setting of threshold monitoring will be deleted. If you continue threshold monitoring, please set the threshold again after the device configuration.

## Explanation

Configuration information is read from the specified device and saved to a file. The device tree is updated and the device performance graph is deleted from the display. The settings for device threshold monitoring are also deleted.

## Parameters

%NAME% : Name of the device subject to performance monitoring

%IP\_ADDRESS% : IP address of the device subject to performance monitoring

## System action

When **OK** is clicked, the system creates a configuration file, updates the device tree, deletes the performance graph, and then deletes the threshold monitoring settings.

## System administrator response

To create a configuration file, click **OK**. Otherwise, click **Cancel**.

---

## swsag0614

Creation of the device configuration file for device %NAME%(%IP\_ADDRESS%) has been completed.

## Explanation

This message indicates that configuration information was read from the specified device and has been successfully saved to a file.

## Parameters

%NAME% : Name of the device subject to performance monitoring  
%IP\_ADDRESS% : IP address of the device subject to performance monitoring

## System action

Creates a configuration file, updates the device tree, and deletes the displayed performance graph.

## System administrator response

No response is required.

---

### swsag0615

Failed to create the device configuration file for device %NAME%(%IP\_ADDRESS%).

## Explanation

This message indicates that an error occurred while configuration information was being read from the device or while the read configuration information was being saved to a file.

## Parameters

%NAME% : Name of the device subject to performance monitoring  
%IP\_ADDRESS% : IP address of the device subject to performance monitoring

## System action

The system terminates processing.

## System administrator response

If a detail message is output, check the message content. If an error occurred during network communication with the device, check the device and network environment for errors. Also check whether the user is authorized to write to the file system to which the configuration information is to be saved or whether the file system has sufficient free space. Then, re-execute processing.

---

### swsag0616

Failed to set up the performance monitoring on device %NAME%(%IP\_ADDRESS%).

## Explanation

This message indicates that performance monitoring setting failed because an error occurred during network communication with the device or during processing for saving the monitoring status data to the performance management definition file.

## Parameters

%NAME% : Name of the device subject to performance monitoring  
%IP\_ADDRESS% : IP address of the device subject to performance monitoring

## System action

The system terminates processing.

## System administrator response

If a detail message is output, check the message content. If an error occurred during network communication with the device, check the device and network environment for errors. Also, check whether the file system which is to be written into the performance management definition file has the written permission and whether the file system has enough free space. Then, re-execute processing.

---

### swsag0650

A network socket error occurred in communication with a device {0}. Please check the device or the network infrastructure.

## Explanation

This message indicates that an error occurred during network communication with the device subject to performance monitoring.

## Parameters

{0} : IP address of the target device

## System action

If an error occurs during performance monitoring, processing is retried and continued. In other cases, processing is terminated.

## System administrator response

Check the target device or network environment for errors.

---

### **swsag0651**

A network I/O error occurred in communication with a device {0}. Please check the device or the network infrastructure.

## Explanation

This message indicates that an error occurred during network communication with the device subject to performance monitoring.

## Parameters

{0} : IP address of the target device

## System action

If an error occurs during performance monitoring, processing is retried and continued. In other cases, processing is terminated.

## System administrator response

Check the target device or network environment for errors.

---

### **swsag0652**

A network timeout error occurred in communication with a device {0}. Please check the device or the network infrastructure.

## Explanation

This message indicates that a time-out occurred during network communication with the device subject to performance monitoring or the device which is executing the Automated Storage Tiering function.

## Parameters

{0} : IP address of the target device

## System action

If an error occurs during performance monitoring or the execution of the Automated Storage Tiering function, processing is retried and continued. In other cases, processing is terminated.

## System administrator response

Check the target device or network environment for errors.

Or, check whether the account information of the target device has been changed since the initial registration.

---

### **swsag0653**

An address {0} is wrong.

## Explanation

This message indicates that the specified address is invalid for the IP address.

## Parameters

{0} : Specified address

## System action

The system terminates processing.

## System administrator response

Specify a valid IP address.

---

### swsag0655

A SNMP protocol error occurred in communication with a device {0}. Please check the device or the network infrastructure.

## Explanation

This message indicates that an error occurred during SNMP protocol communication for obtaining performance information from the device subject to performance monitoring.

## Parameters

{0} : IP address of the target device

## System action

The system terminates processing.

## System administrator response

Check the device or network environment for errors.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### swsag0661

Unable to find the performance configuration file {0}.

or

Unable to find the system configuration file {0}.

## Explanation

This message indicates that various settings for the performance management program could not be performed because the performance management definition file was not found.

## Parameters

{0} : Performance management definition file name

## System action

The system terminates processing.

## System administrator response

Allocate the performance management definition file to the specified directory and then restart the OpenCIMOM daemon. (For an explanation of the restart procedure, refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.)

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## swsag0662

Unable to create the performance configuration file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

or

Unable to create the configuration file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

### Explanation

This message indicates that the current definition information could not be saved because a performance management definition file could not be created.

### Parameters

{0} : Performance management definition file name

### System action

The system terminates processing.

### System administrator response

Check whether the file system is write-protected or check the size of the file system, and then re-execute the processing.

---

## swsag0664

Unable to read the performance configuration file {0}. The contents of the file may be incorrect.

or

Unable to read the configuration file {0}. The contents of the file may be incorrect.

### Explanation

This message indicates that settings for the performance management program could not be made because the performance management definition file could not be read. The definition file may not exist or may contain an error.

### Parameters

{0} : Performance management definition file name

### System action

The system terminates processing.

### System administrator response

Allocate the error-free performance management definition file to the specified directory and then restart the OpenCIMOM daemon. (For an explanation of the restart procedure, refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.)

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0665

Unable to write the performance configuration file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

or

Unable to write the configuration file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

#### Explanation

This message indicates that the current definition information could not be saved because a performance management definition file could not be created.

#### Parameters

{0} : Performance management definition file name

#### System action

The system terminates processing.

#### System administrator response

Check whether the file system is write-protected or check the size of the file system, and re-execute the processing.

---

### swsag0666

Unable to find a config XML file {0}.

#### Explanation

The configuration information file of the performance monitoring device could not be found.

#### Parameters

{0} : Configuration information file name

#### System action

The system terminates processing.

#### System administrator response

Refer to the following manual, and update the configuration information file.  
"Updating configuration information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0667

Unable to create a config XML file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

#### Explanation

The configuration information file of the performance monitoring device could not be created.

#### Parameters

{0} : Configuration information file name

#### System action

The system terminates processing.

#### System administrator response

Check whether the file system is write-protected or check the size of the file system. Then, refer to the following manual, and update the configuration information file.  
"Updating configuration information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0670

Unable to write a config XML file {0}. Please check write permission of the filesystem or the capacity of the filesystem.



## Explanation

The configuration information file could not be created because an error occurred while the configuration information of the device was being saved to a file.

## Parameters

{0} : Configuration information file name

## System action

The system terminates processing.

## System administrator response

Check whether the file system is write-protected or check the size of the file system. Then, refer to the following manual, and update the configuration information file.

"Updating configuration information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## **swsag0671**

Unable to find a performance data file {0}.

## Explanation

This message indicates that the performance information file required for displaying a performance graph was not found. A performance information file is not created when performance monitoring is not performed. Therefore, this message does not indicate an error if the performance information file is not found when an attempt is made to display performance information while performance monitoring is not being performed. If a performance information file is not found even when performance monitoring is being performed, the file system may be write-protected or may not have sufficient free space.

## Parameters

{0} : Performance information file name

## System action

The system continues processing.

## System administrator response

No response is required.

---

## **swsag0672**

Unable to create a performance data file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

## Explanation

This message indicates that a performance information file could not be created during performance monitoring and performance information obtained from the device subject to performance monitoring could not be saved.

## Parameters

{0} : Performance information file name

## System action

The system terminates performance monitoring.

## System administrator response

Check whether the file system is write-protected or check the size of the file system, and then restart performance monitoring from "Set Performance Monitoring".

---

## **swsag0674**

Unable to read a performance data file {0}. The contents of the file may be incorrect.

or

Unable to read a performance data file {0}. The file does not exist or the contents of the file are incorrect.

### Explanation

This message indicates that the performance information file could not be read during displaying a performance graph. The performance information file may contain an error.

### Parameters

{0} : Performance information file name

### System action

The system terminates performance graph display.

### System administrator response

If a performance information file that may not be read successfully exists, performance cannot be graphed. Delete the performance information file or move it to another location.

For information on the performance information file that cannot be read, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### swsag0675

Unable to write a performance data file {0}. Please check write permission of the filesystem or the capacity of the filesystem.

### Explanation

This message indicates that the performance information obtained from the device subject to performance monitoring could not be saved to the performance information file during performance monitoring.

### Parameters

{0} : Performance information file name

### System action

The system terminates performance monitoring.

### System administrator response

Check whether the file system is write-protected or check the size of the file system, and then restart performance monitoring from "Set Performance Monitoring".

---

### swsag0677

A device {0} is not supported performance monitoring.

### Explanation

The performance of the specified device cannot be monitored because the specified device does not support the performance monitoring function.

### Parameters

{0} : Configuration information file name

## System action

The system terminates processing.

## System administrator response

Check whether the correct device is specified.

Refer to the following manual, and check whether the specified device supports the performance monitoring function.

"Support levels" in the *ETERNUS SF Storage Cruiser Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0678

A device (class {0}) is not supported by this program.

or

A device (class {0}) is not supported.

## Explanation

The performance monitoring function does not support the specified device.

## Parameters

{0} : Name of class file that tried to be loaded to control the specified device

## System action

The system terminates processing.

## System administrator response

Check whether the correct device is specified.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0679

An unexpected error occurred.

## Explanation

This message indicates that an unexpected error such as a program internal error occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0680**

The device {0} is under threshold monitoring. Please stop the threshold monitoring first and stop the performance monitoring.

#### **Explanation**

The device is under threshold monitoring.

#### **Parameters**

{0} : IP address of the target device

#### **System action**

The system terminates processing.

#### **System administrator response**

Stop threshold monitoring and then stop performance monitoring.

---

### **swsag0681**

The LogicalVolume within specified range does not exist.

#### **Explanation**

The logical volume does not exist within the performance monitoring range (from minimum LUN\_V to maximum LUN\_V).

#### **System action**

The system terminates processing.

#### **System administrator response**

Specify the range where the logical volume exists.

When the device configuration is changed, refer to the following manual, and update the configuration information file.

"Updating configuration information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag0682**

The definition file has been reloaded.

#### **Explanation**

The performance control function definition file perf.conf has been reloaded.

#### **System action**

The performance control function definition file perf.conf has been reloaded and reflected dynamically.

#### **System administrator response**

No response is required.

---

### **swsag0683**

It failed on the reload of the definition file.

## Explanation

The performance control function definition file perf.conf has failed.

## System action

The system terminates processing.

## System administrator response

Follow the detailed messages.

If detailed messages are not displayed, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0690

Unable to login a device {0}. Login name or password is incorrect.

## Explanation

This message indicates that an attempt was made to login to the target device to set performance monitoring for the device or read the configuration information but failed because an invalid login name or password was specified.

## Parameters

{0} : IP address of the target device

## System action

The system terminates processing.

## System administrator response

Check the login name or password set in the target device. Alternatively, check the login name or password of the registered target device.

---

## swsag0691

Unable to login a device {0}. Another user has a login session from {1}.

## Explanation

This message indicates that an attempt was made to login to the target device to set performance monitoring for the device or to read the configuration information but failed because another user has already logged into the device.

## Parameters

{0} : IP address of the target device

{1} : IP address of the server node that logged into the target device

## System action

Under performance monitoring, retries processing until another login ends so that the processing can continue. In other cases, terminates processing.

## System administrator response

Log out the process that logged into the target device and then re-execute the processing. Under performance monitoring, processing is automatically re-executed.

---

## swsag0692

A communication error occurred with a device {0}. Please check the device.

### Explanation

This message indicates that an error occurred during command processing for the target device for setting performance monitoring or reading configuration information.

### Parameters

{0} : IP address of the target device

### System action

The system terminates processing.

### System administrator response

Check the target device for errors, and then re-execute the processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0693

Unable to login a GRSC {1} managing a device {0}. Login name or password is incorrect.

### Explanation

This message indicates that an attempt to login to GRSC to set performance monitoring for the target device, or to read the configuration information, failed because an invalid login name or password was specified.

### Parameters

{0} : IP address of the target device

{1} : IP address of GRSC that manages the target device

### System action

The system terminates processing.

### System administrator response

Check the settings for the GRSC or target device. Alternatively, check the login name or password of the registered target device.

---

## swsag0694

Unable to login a GRSC {1} managing a device {0}. Another user has a login session.

### Explanation

This message indicates that an attempt to login to GRSC to set performance monitoring for the target device, or to read the configuration information, failed because another user had already logged into the device.

### Parameters

{0} : IP address of the target device

{1} : IP address of GRSC that manages the target device

## System action

Under performance monitoring, processing is retried until another login ends, after which the processing continues. In other cases, the processing is terminated.

## System administrator response

Log out the process that logged into the GRSC managing the target device and then re-execute the processing. Under performance monitoring, processing is automatically re-executed.

---

### swsag0695

A user '{2}' on a GRSC '{1}' managing a device {0} not authorized to set up the device."

## Explanation

This message indicates that the specified login name cannot be used to set performance monitoring for the device because it does not have setting authority for the device.

## Parameters

{0} : IP address of the target device  
{1} : IP address of GRSC that manages the target device  
{2} : Specified login name

## System action

The system terminates processing.

## System administrator response

Check the GRSC settings. Alternatively, check the login name or password of the registered target device.

---

### swsag0696

Unable to access to a device {0} with a GRSC {1}. The device {0} is not managed by the GRSC.

## Explanation

This message indicates that an attempt was made to access a GR series RAID device via GRSC but the GRSC does not manage the GR series RAID device.

## Parameters

{0} : IP address of the target device  
{1} : IP address of GRSC that manages the target device

## System action

The system terminates processing.

## System administrator response

Check the GRSC settings. Alternatively, check the URL address of the registered target device.

---

### swsag0697

A communication error occurred with a GRSC {1} managing a device {0}. Please check the device or the GRSC.

## Explanation

This message indicates that an attempt to set performance monitoring for a GR series RAID device managed by GRSC or to read configuration information on the device failed because an error occurred during command processing for the GRSC.

## Parameters

{0} : IP address of the target device  
{1} : IP address of GRSC that manages the target device

## System action

The system terminates processing.

## System administrator response

Check the target device for errors, and then re-execute the processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0699

CM Command '{0}' Failed. Please check the device.

## Explanation

This message indicates that an attempt to set performance monitoring for a GR series RAID device or to read configuration information on the device failed because CM command execution failed.

## Parameters

{0} : Name of the CM command to be executed

## System action

The system terminates processing.

## System administrator response

Check the target device for errors, and then re-execute the processing.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag0700

Internal Program error occurred.

## Explanation

An internal program error was detected.

## System action

The system terminates processing.

## System administrator response

Contact a Fujitsu system engineer.

---

## swsag2320

No access path has been configured.



## Explanation

Access path setting failed.

## System action

The system terminates processing.

## System administrator response

The zoning operation of switch supports only one-to-one correspondent World Wide Port Name (WWPN) zone. If the zone to be operated is not one-to-one correspondent WWPN zone, log in the switch directly, and adjust the zoning setting manually.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag3003

Failed.

## Explanation

An OpenCIMOM internal error was detected.

## System action

None

## System administrator response

Possible reasons for this message being output are as follows:

- The OpenCIMOM daemon being used failed or was restarted.

OpenCIMOM is restarted in instances such as when the OS on the Management Server is restated or when cluster switching occurs on the Management Server.

Check whether OpenCIMOM is active. If OpenCIMOM is down, restart it in accordance with the description in "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*.

- The CIM data area is full.

Check whether the disk is full by the following method.

Platform of Manager	Action Plan
Windows	Confirm the property information of the disk where CIM data base is stored.
Solaris, Linux	Use the "df -k /var/opt/FJSVssmgr/current/opencimom/logr" command.

If the disk is full, take appropriate measures to ensure that the required free space can be reserved on the disk, and then restart the OpenCIMOM daemon (refer to "Command References" in the *ETERNUS SF Storage Cruiser Operation Guide*).

If the command or service confirms that OpenCIMOM is active or after OpenCIMOM is restarted, close the Web Console and restart it.

If no error can be found by the above operations, other causes must be assumed. Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3006**

An invalid parameter is passed to a method.

#### **Explanation**

An OpenCIMOM internal error was detected.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3007**

An invalid class is specified.

#### **Explanation**

An OpenCIMOM internal error was detected.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3008**

The specified element cannot be found.

#### **Explanation**

An OpenCIMOM internal error was detected.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3009**

The specified element already exists.

#### **Explanation**

An OpenCIMOM internal error was detected.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3013**

The memory is low.

#### **Explanation**

An OpenCIMOM internal error was detected.

#### **System action**

None

#### **System administrator response**

Restart the OpenCIMOM daemon and restart this software.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3101**

unable to find the equipment/adaptor.

#### **Explanation**

A required device or adaptor is not found.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3103**

no such association.

#### **Explanation**

The specified association is not found.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3106**

failed to serialize the object.

#### **Explanation**

Object serialization failed.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **swsag3107**

failed to create a new instance.

#### **Explanation**

Instance generation failed.

#### **System action**

None

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## swsag4101

%MPType% access path(%MPAccessPath%) fault in %SystemName%(%OSName%%OSVersion%[%IPAddress%]).

### Explanation

A path was blocked during server node multipath disk control. The system is degraded.

### Parameters

%MPType% : Type of multipath disk control

%MPAccessPath% : Access path name

%SystemName% : Server node name

%OSName% : OS name

%OSVersion% : OS version

%IPAddress% : IP address

### System action

None

### System administrator response

Take corrective measures on the server node for multipath disk control errors on the server node.

---

## swsag4102

%MPType% access path(%MPAccessPath%) fault and no more path in %SystemName%(%OSName%%OSVersion%[%IPAddress%]).

### Explanation

All paths have been blocked under server node multipath control.

### Parameters

%MPType% : Type of multipath disk control

%MPAccessPath% : Access path name

%SystemName% : Server node name

%OSName% : OS name

%OSVersion% : OS version

%IPAddress% : IP address

### System action

None

### System administrator response

Take appropriate corrective measures on the server node for any multipath disk control errors on the server node.

---

## swsag4103

Some paths could not be detected in %SystemName%(%OSName%%OSVersion%[%IPAddress%]).

### Explanation

Part of paths could not be detected on server node startup.

Multipath control operation could not be started normally.

## Parameters

%SystemName% : Server node name  
%OSName% : OS name  
%OSVersion% : OS version  
%IPAddress% : IP address

## System action

None

## System administrator response

This event occurs when a server node is started, and it may occur even if multipath disk control can be used normally after the startup is complete. After server node startup is complete, perform **Reload Conf.** on the Web Console and check the status of the server node. If this issue is not solved, take corrective measures on the server node for multipath disk control errors on the server node.

---

## swsag4113

LMF fault in %SysName%(%OSName%%OSVersion%[%IPAddress%])

## Explanation

An error occurred in the magnetic tape library device.

## Parameters

%SysName% : SysName  
%OSName% : Name of Management Server node OS  
%OSVersion% : Version of Management Server node OS  
%IPAddress% : Management Server node IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

## swsag4200

Central Memory FAULT in %SysName%(%ProductID%[%IPAddress%]).

## Explanation

Self-diagnosis detected a central memory error in the Fibre Channel switch.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

## swsag4201

Embedded Port FAULT in %SysName%(%ProductID%[%IPAddress%]).

## Explanation

Self-diagnosis detected an embedded port error.

## Parameters

%SystemName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

## swsag4202

FC Port No.%PortNo% FAULT in %SysName%(%ProductID[%IPAddress%]).

## Explanation

A port failure was detected.

## Parameters

%PortNo% : Port number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

## swsag4203

FC Port No.%PortNo% %Status% in %SysName%(%ProductID[%IPAddress%]).

## Explanation

The status change of the port was detected. This message is notified when the FC cable is pulled out and put in for instance.

## Parameters

%PortNo% : Port number  
%Status% : Port status (Online/Offline)  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please confirm connected situation of the FC cable.  
If you still have a problem, contact a Fujitsu customer engineer.

---

## swsag4204

Power Supply #%PSNo% FAULT in %SysName%(%ProductID%[%IPAddress%]).

### Explanation

The power supply fault was detected.

### Parameters

%PSNo% : Power supply unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

## swsag4205

Fan #%FanNo% FAULT in %SysName%(%ProductID%[%IPAddress%]).

### Explanation

The fan unit fault was detected.

### Parameters

%FanNo% : Fan unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

## swsag4207

Temp #%TempNo% FAULT in %SysName%(%ProductID%[%IPAddress%]).

### Explanation

A thermal sensor failure was detected.

### Parameters

%TempNo% : Temperature sensor number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.



---

## swsag4209

%EventMessage% in %SysName(%ProductID%[%IPAddress%]).

### Explanation

An event trap was detected.  
The unit trap message is output without any change.

### Parameters

%EventMessage% : Event message  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

## swsag4402

%itemDegradeMessage% in %SysName%(%ProductID%[%IPAddress%]).

### Explanation

A component failure was detected.  
The unit trap message is output without any change.

### Parameters

%itemDegradeMessage% : Failure content  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

## swsag4403

%batteryExpirationMessage% in %SysName%(%ProductID%[%IPAddress%]).

### Explanation

The battery requires replacement.  
The unit trap message is output without any change.

### Parameters

%batteryExpirationMessage% : Battery expiration information  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

### swsag4405

%partBrokenMessage% in %SysName%(%ProductID%[%IPAddress%]).

## Explanation

A possible failure was detected.  
The unit trap message is output without any change.

## Parameters

%partBrokenMessage% : Possible failure content  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

### swsag4406

%sensorStatusChangeMessage% in %SysName%(%ProductID%[%IPAddress%])

## Explanation

State change of thermal sensor or voltage sensor was detected.  
The unit trap message is output without any change.

## Parameters

%sensorStatusChangeMessage% : Content of change in state of sensor  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

### swsag4407

%maintenanceInfo% in %SysName%(%ProductID%[%IPAddress%]).

## Explanation

Maintenance information was received.  
The unit trap message is output without any change.

## Parameters

%maintenanceInfo% : Maintenance information  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

## swsag4409

%automaticRestorationInfo% in %SysName%(%ProductID%[%IPAddress%]).

## Explanation

Auto recovery notification was received.  
The unit trap message is output without any change.

## Parameters

%automaticRestorationInfo% : Auto recovery information  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

## swsag4410

Acute Event (REFCODE=%xxxxx% Parts=%yyyyy%) in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A failure that causes the entire subsystem to stop was detected.

## Parameters

%xxxxx% : Message code  
%yyyyy% : Part code  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4412

Serious Event (REFCODE=%xxxxx% Parts=%yyyyy%) in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A failure that causes the failed part to stop was detected.

## Parameters

%xxxxx% : Message code  
%yyyyy% : Part code  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4413

Moderate Event (REFCODE=%xxxxx% Parts=%yyyyy%) in %SysName%(%ProductID[%IPAddress%])

## Explanation

A partial failure was detected.

## Parameters

%xxxxx% : Message code  
%yyyyy% : Part code  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4414

Service Event (REFCODE=%xxxxx% Parts=%yyyyy%) in %SysName%(%ProductID[%IPAddress%])

## Explanation

A minor failure was detected.

## Parameters

%xxxxx% : Message code  
%yyyyy% : Part code  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4420

System down occurred in %SysName%(%ProductID%[%IPAddress%])

### Explanation

A local controller failure was detected.

### Parameters

%SysName% : SysName

%ProductID% : Device name

%IPAddress% : IP address

### System action

None

### System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4421

Drive blocking occurred in %SysName%(%ProductID%[%IPAddress%])

### Explanation

A data drive blockage was detected.

### Parameters

%SysName% : SysName

%ProductID% : Device name

%IPAddress% : IP address

### System action

None

### System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4422

Fan failure occurred in %SysName%(%ProductID%[%IPAddress%])

### Explanation

A fan alarm was detected.

### Parameters

%SysName% : SysName

%ProductID% : Device name

%IPAddress% : IP address

### System action

None

### System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4423

Power supply failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A DC power failure was detected.

## Parameters

%SysName% : SysName

%ProductID% : Device name

%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## **swsag4424**

Battery failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A battery alarm was detected.

## Parameters

%SysName% : SysName

%ProductID% : Device name

%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## **swsag4425**

Cache memory failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A cache memory blockage was detected.

## Parameters

%SysName% : SysName

%ProductID% : Device name

%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## **swsag4426**

UPS failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A UPS alarm was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4427**

AC line or inbox failure occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

An Inbox Failure was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4428**

Cache backup circuit failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A battery charging circuit alarm was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4429**

Other controller failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A remote controller blockage was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4430

Warning occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The warning status of the disk array was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4431

Spare drive failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A spare drive blockage was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4433

Enclosure controller failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

An ENC alarm was detected.



## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4434**

Loop failure occurred in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A loop failure alarm was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4440**

%EventMessage% in %SysName%(%ProductID%[%IPAddress%]).

## Explanation

An event message was detected.  
The unit trap message is output without any change.

## Parameters

%EventMessage% : Message  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.  
If you still have a problem, contact a Fujitsu customer engineer.

---

### **swsag4501**

Library fault in %SysName%(%productID%[%IPAddress%])

## Explanation

An alarm occurred in the magnetic tape library device.

## Parameters

%SysName% : SysName  
%productID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4520

The media error occurred. (Barcode label: %value%) in %SysName%(%productID%[%IPAddress%])

## Explanation

A drive media error was detected.

## Parameters

%value% : Version and level  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4521

The drive unit%value% error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A drive error was detected.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4522

The drive unit%value% became offline in %SysName%(%productID%[%IPAddress%])

## Explanation

The drive went offline.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Check the state of the drive.

---

### swsag4523

The drive unit%value% FAN alarm occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A drive fan error was detected.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4524

The drive unit%value% needs cleaning in %SysName%(%productID%[%IPAddress%])

## Explanation

The drive needs cleaning.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4525

The drive unit%value% Link Down occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A drive link down occurred.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4526

The adapter%value% error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A Fibre Channel port failure was detected.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4527

The CM reader error or CM error in medium occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

The CM reader error or CM error in medium was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4528

The barcode reader error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A barcode reader failure was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4529

The CAS unit%value% error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A cartridge access station (CAS) failure was detected.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4530

The battery unit error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A battery failure was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4531

The library FAN(1) error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A fan failure was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4532

The library FAN(2) error occurred in %SysName%(%productID[%IPAddress%])

## Explanation

A fan failure was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4533

The library system error occurred. (FSC=%code%) in %SysName%(%productID[%IPAddress%])

## Explanation

A library failure was detected.

## Parameters

%code% : Fault symptom code  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4534

The front door opened on the library system in %SysName%(%productID[%IPAddress%])

## Explanation

The front door is open.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Check the state of the front door.

---

### **swsag4535**

The library system became offline in %SysName%(%productID%[%IPAddress%])

## Explanation

The library is offline.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Check the state of the library.

---

### **swsag4536**

The CIC sensor error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

A CIC sensor failure was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### **swsag4537**

The CAS unit%value% open error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

An error was detected during open of the cartridge access station.

## Parameters

%value% : Message  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4538

The adapter%value% Link Down occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

The Fibre Channel port link is down.

## Parameters

%value% : Unit number  
%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Check the state of the Fibre Channel port.

---

### swsag4539

The FlashROM error occurred in %SysName%(%productID%[%IPAddress%])

## Explanation

An error was detected in the library boot ROM.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### swsag4540

No install adapter card in library system in %SysName%(%productID%[%IPAddress%])

## Explanation

A required Fibre Channel port is not mounted.



## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer.

---

### **swsag4541**

Read Data Error in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The drive read error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4542**

Write Data Error in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The drive write error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4543**

Read or Write Data Error in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The read or write data error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4544**

Detected Faulty Media in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Drive media error was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4545**

Read Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The tape or drive error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4546**

Write Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The tape or drive error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4547

Reach end of Media in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Use of media reached the limit.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### swsag4548

Not Data Grade Tape in %SysName%(%ProductID%[%IPAddress%])

## Explanation

This tape is not data grade.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### swsag4549

Attempted Backup to Write-protected Tape in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Writing was performed to write-protected media.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### swsag4550

Tape Drive is in use in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Since a drive is in use, a cartridge cannot be taken out.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### swsag4551

Attempted Backup/Restore To Cleaning Tape in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Backup/Restore to cleaning tape was performed.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### swsag4552

Unsupported Media in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Unsupported media was inserted.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### **swsag4553**

Detected Snapped Tape in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Snapped tape was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### **swsag4554**

Detected Snapped Tape in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Snapped tape was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device without taking out a tape.

---

### **swsag4555**

Memory Chip in Cartridge Failure in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Memory tip error in cartridge was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### **swsag4556**

Tape Cartridge was ejected in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The tape cartridge was ejected during read or write processing.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### **swsag4557**

Detected Read-only Media in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Read-only media was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### **swsag4558**

Detected Corrupted Directory On Tape in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Corrupted directory on tape cartridge was detected. The performance of file reference may fall.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### **swsag4559**

Detected Worn Out Media in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Worn out Media was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please exchange media.

---

### **swsag4560**

Tape Device Needs Cleaning in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Tape device needs cleaning.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please perform cleaning of a tape device.

---

### **swsag4561**

Drive Needs Routine Cleaning in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Tape device needs routine cleaning.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please perform cleaning of a tape device.

---

### **swsag4562**

Detected Worn Out Cleaning Cartridge in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Worn out cleaning cartridge was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please exchange the cleaning cartridge in a tape drive.

---

### **swsag4563**

Detected Invalid Cleaning Cartridge in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Invalid cleaning cartridge was detected.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please exchange for an effective cleaning cartridge.

---

### **swsag4564**

Request retention in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The request of processing was suspended.



## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please refer to the manual attached to the device.

---

### swsag4565

A Redundant Interface Port Failed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error occurred in the interface port where it overlaps on a tape drive.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4566

Fan Failed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error occurred in the fan on a tape drive.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4567

Power Supply Failed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error occurred in the power supply where it overlaps on a tape drive.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please replace unusual power supply with normal power supply. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4568

Power Consumption is outside the specified range in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Power consumption of a tape drive is outside the specified range.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4569

Require Preventative Maintenance in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Preventative maintenance of a tape drive is required.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please perform preventative maintenance of a tape drive.

---

### swsag4570

Drive Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Drive hardware error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please take out a tape from the tape drive and reset the drive. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4571

Drive Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Drive hardware error occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please reboot the tape drive and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4572

Server node Interface Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error has occurred in the server node interface.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please re-execute after checking the cable and the connection state of a cable. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4573

Eject Media Request in %SysName%(%ProductID%[%IPAddress%])

## Explanation

It is the extraction request of media.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please put in a tape again and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4574

Firmware Download Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Download of a firmware failed.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please use an effective firmware and re-execute.

---

### swsag4575

Humidity Specification Exceeded in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The state in a tape drive exceeded humidity specification.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4576

Temperature Specification Exceeded in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The state in a tape drive exceeded temperature specification.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4577**

Voltage Specification Exceeded in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The voltage to a tape drive is unusual.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4578**

Tape Device Predicted to Fail in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A hardware error of a tape drive is predicted.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4579**

Drive Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A hardware error is predicted.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

When the diagnostic test was carried out and abnormalities are detected, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4580

Autoloader Communications Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Communication between AutoLoader and a tape drive has an error.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please reboot AutoLoader and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4581

Detected Stray Tape In Autoloader in %SysName%(%ProductID%[%IPAddress%])

## Explanation

According to a former hardware error, a tape is in AutoLoader.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please insert an empty magazine in a drive. Please reboot AutoLoader, when a problem is not solved. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4582

Autoloader Mechanism Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Abnormalities have occurred in AutoLoader.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4583**

Autoloader Door Open in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The door of AutoLoader is open.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please remove an obstacle from the door of AutoLoader and put in a magazine. Please reboot AutoLoader, when a problem is not solved. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4584**

Autoloader Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of hardware may have occurred in AutoLoader.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please reboot AutoLoader. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4585**

Autoloader Cannot Operate Without Magazine in %SysName%(%ProductID%[%IPAddress%])

## Explanation

AutoLoader cannot work without a magazine.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please insert a magazine in AutoLoader and re-execute.

---

### swsag4586

Autoloader Predicted to Fail in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in AutoLoader are predicted.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4590

Media Statistics have been Lost in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Media statistics have been lost.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4591

Tape Directory has been corrupted in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The tape directory was destroyed.



## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4592**

Tape just unloaded could not write its system area in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Since the tape is unloaded, it was not able to write to the system area normally.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please insert a tape and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4593**

Could not read System Area in %SysName%(%ProductID%[%IPAddress%])

## Explanation

System Area was not able to be normally read at the time of loading.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4594**

Start of Date Not Found in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The start of the date in a tape was not able to be found.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please use the tape of an effective format and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4596

Drive Communications Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Communication between a library mechanism and a drive is unstable.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please reboot a library. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4597

Changer Mechanism Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Abnormalities have occurred to the library mechanism.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4598

Library Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in a library have occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please reset a library and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4599

Library Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in a library have occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please reboot a library and re-execute. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4600

Library Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in a library have occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

When the diagnostic test was carried out and abnormalities are detected, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4601

Library Server node Interface Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error has occurred in the server node interface.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please re-execute after checking the cable and the connection state of a cable. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4602

Library Predicted to Fail in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in library are predicted.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4603

Require Preventative Maintenance in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Preventative maintenance of a library is required.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4604

Humidity Specification Exceeded in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The state in a library exceeded humidity specification.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4605**

Temperature Specification Exceeded in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The state in a library exceeded temperature specification.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4606**

Voltage Specification Exceeded in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The voltage to a library is unusual.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4607**

Detected Stray Tape In Drive in %SysName%(%ProductID%[%IPAddress%])

## Explanation

According to a former hardware error, a cartridge is in library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please remove a cartridge from a drive.

---

### swsag4608

Picking Cartridge From Slot Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A potential problem is in the drive which emits a cartridge, or in the library mechanism which pick a cartridge from a slot.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4609

Picking Cartridge Into Slot Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A potential problem is in the library mechanism which arranges a cartridge in a slot.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4610

Loading Cartridge Into Drive Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

There is the drive which loads a cartridge, or the potential problem about a library mechanism, or the cartridge of non-compatibility.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4611

Library Door Open in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The door of a library is open.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please remove the obstacle from the door of the library and shut the door of the library. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4612

Mailslot Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A mechanical problem is in library media reading/writing mailslot.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4613

Library Cannot Operate Without Magazine in %SysName%(%ProductID%[%IPAddress%])

## Explanation

A library cannot work without a magazine.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please re-execute after inserting a magazine in a library.

---

### swsag4614

Library Security Compromised in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Library security is compromised.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4615

Library Security Mode Changed in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The security mode of a library was changed.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

No response is required.

---

### swsag4616

Library Manually Turned Offline in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Since the library is manually set as offline, it cannot use.



## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please re-execute after starting a library.

---

### **swsag4617**

Library Drive Turned Offline in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The drive in a library turned offline.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4618**

Reading Barcode Labels Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

In a library mechanism, there is a potential problem in barcode labels or scanner hardware.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4619**

Library Inventory is Inconsistent in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The library detected inconsistency in the catalog.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please redo a library catalog, in order to correct inconsistency. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4620

Invalid Library Operation Attempted in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Invalid library operation was carried out.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please re-execute after checking that library operation is effective. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4621

Redundant Interface Port Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error occurred in the interface port where it overlaps on library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### swsag4622

Fan Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error occurred in the fan on library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4623

Power Supply Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Error occurred in the power supply where it overlaps on library.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Please replace unusual power supply with a normal thing. When it carries out and the state does not change, contact a Fujitsu customer engineer responsible for the device.

---

## swsag4624

Power Consumption Warning in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Power consumption of library is outside the specified range.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

## swsag4625

Robot Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in a robot have occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4626**

Robot Hardware Fault in %SysName%(%ProductID%[%IPAddress%])

## Explanation

The abnormalities of the hardware in a robot have occurred.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4627**

Barcode Read Error in %SysName%(%ProductID%[%IPAddress%])

## Explanation

Abnormalities have occurred in reading of a barcode.

## Parameters

%SysName% : SysName  
%ProductID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

Contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4641**

The PDU%value% error occurred.

## Explanation

PDU power supply error was detected.

## Parameters

%value% : PDU number

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

### **swsag4642**

The PDU% value% power off occurred.

### Explanation

PDU power supply interception was detected.

### Parameters

%value% : PDU number

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

### **swsag4800**

Unit status changed(%status%) in %SysName%(%productID%[%IPAddress%])

### Explanation

The status change of the unit was detected.

### Parameters

%status% : Unit status

%SysName% : SysName

%productID% : Device name

%IPAddress% : IP address

### System action

None

### System administrator response

When it shows abnormality, contact a Fujitsu customer engineer responsible for the device.

---

### **swsag4803**

%EventMessage% in %SysName%(%productID%[%IPAddress%])

### Explanation

Event message was detected.

### Parameters

%EventMessage% : Message

%SysName% : SysName

%productID% : Device name

%IPAddress% : IP address

### System action

None

## System administrator response

No response is required.

---

### swsag4804

Unit Sensor status changed(%status%) in %SysName%(%productID%[%IPAddress%])

## Explanation

The status change of the sensor was detected.

## Parameters

%status% : Sensor status  
%SysName% : SysName  
%productID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

When it shows abnormality, contact a Fujitsu customer engineer responsible for the device.

---

### swsag4805

Unit Port state changed(%state%) in %SysName%(%productID%[%IPAddress%])

## Explanation

The status change of the port was detected.

## Parameters

%status% : Port status  
%SysName% : SysName  
%productID% : Device name  
%IPAddress% : IP address

## System action

None

## System administrator response

No response is required.

---

### swsag4820

%EventMessage%

## Explanation

An event message was detected.

## Parameters

%EventMessage% : Message

## System action

None

## System administrator response

No response is required.

---

## swsag4821

%EventMessage% in %SysName%(%productID%[%IPAddress%])

### Explanation

A device event defined in the SNMP Trap XML definition file was detected.

### Parameters

%EventMessage% : Message defined in the SNMP Trap XML definition file  
%SysName% : SysName  
%productID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

The response varies depending on the device and event type. For a device for which the XML definition file is provided, check the event type while referring to the following manual:

"Events in Notifications Sent from Monitored Devices" in the *ETERNUS SF Event Guide*

Depending on the event type, take corrective action such as notifying a Fujitsu customer engineer. For a device for which an original XML definition file was created, perform troubleshooting according to the predetermined maintenance procedure for the device.

---

## swsag4822

%EventMessage% in %SysName%(%productID%[%IPAddress%])

### Explanation

The status change of the device was detected.

### Parameters

%EventMessage% : Message defined by SNMP Trap XML definition file  
%SysName% : SysName  
%productID% : Device name  
%IPAddress% : IP address

### System action

None

### System administrator response

When the status indicates Error or Warning, check the device status using the device management software.

When the messages indicated a timeout, check the following:

- Check the load on the network as this status may occur if the load is high.
- Check the load of the target server as this status may occur if the load is high
- Check the communication modes, if one is set to "Auto Negotiation" and the other is set to "Full (all dual)" this status may occur.

If the problem happens infrequently, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using Storage Cruiser:  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

**swsag4900**

Setup failed. Reason = Can't setup machine attribute

**Explanation**

An attempt to add a machine attribute to the node management file failed.

**System action**

None

**System administrator response**

Contact a Fujitsu customer engineer.

---

**swsag4901**

Setup failed. Reason = Can't setup vendor name

**Explanation**

An attempt to add a vendor name to the node management file failed.

**System action**

None

**System administrator response**

Contact a Fujitsu customer engineer.

---

**swsag4902**

Setup failed. Reason = Can't setup registry

**Explanation**

An attempt to register the node management file in the registry failed.

**System action**

None

**System administrator response**

Contact a Fujitsu customer engineer.

---

**swsag4903**

Setup failed. Reason = Can't setup MIB information

**Explanation**

Addition to the MIB management file failed.

**System action**

None

**System administrator response**

Contact a Fujitsu customer engineer.

---

**swsag4906**

Setup failed. Reason = Can't setup event category



#### Explanation

Addition of event types failed.

#### System action

None

#### System administrator response

Contact a Fujitsu customer engineer.

---

#### **swsag4908**

Setup failed. Reason = Systemwalker Centric Manager is not installed

#### Explanation

Systemwalker Centric Manager has not been installed.

#### System action

None

#### System administrator response

Check that Systemwalker Centric Manager has been installed normally and then re-enter the command on the server node on which Systemwalker Centric Manager has been installed.

---

#### **swsag4909**

Setup failed. Reason = Systemwalker Centric Manager is unsupported version

#### Explanation

The version of Systemwalker Centric Manager is not supported.

#### System action

None

#### System administrator response

Check the Systemwalker Centric Manager version, and then re-enter the command on the server node with a supported version.

---

#### **swsag4910**

Server setup completed

#### Explanation

Server node setup is completed.

#### System action

None

#### System administrator response

No response is required.

---

#### **swsag4920**

Setup failed. Reason = Can't lock file

#### Explanation

The file used to add event types could not be locked.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

#### [swsag4921](#)

Setup failed. Reason = Can't read file

### Explanation

The file used to add event types could not be read.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

#### [swsag4923](#)

Setup failed. Reason = Can't write file

### Explanation

An attempt to write to the file used to add event types failed.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

#### [swsag4924](#)

Setup failed. Reason = Can't unlock file

### Explanation

The file used to add event types could not be unlocked.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

#### [swsag4931](#)

Setup failed. Reason = Invalid OS

### Explanation

The command was executed on an operating system that is not supported.

### System action

None

### System administrator response

Re-enter the command in a valid environment.

---

### [swsag4932](#)

Setup failed. reason = Can't get current directory

### Explanation

The current directory could not be obtained.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

### [swsag4934](#)

Setup failed. Reason = Systemwalker Centric Manager is not installed

### Explanation

Systemwalker Centric Manager has not been installed.

### System action

None

### System administrator response

Check that Systemwalker Centric Manager has been installed normally and re-enter the command in the client in which Systemwalker Centric Manager has been installed.

---

### [swsag4935](#)

Setup failed. reason = Can't open registry file

### Explanation

The registry file could not be opened.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

### [swsag4936](#)

Setup failed. Reason = Can't read registry file

### Explanation

Registry key values could not be obtained.

### System action

None

### System administrator response

Contact a Fujitsu customer engineer.

---

### **swsag5000**

An authentication error occurred with the entered account information. Please check the user name and password and enter it again.

#### **Explanation**

An error was detected during security checking. Check the user name and password in the account information defined in the attestation mechanism management and then re-enter the correct information. If this information is not defined in the attestation mechanism, ask the system administrator.

#### **System action**

The system terminates processing.

#### **System administrator response**

Check the user name and password that were entered.

Login with administrator authority and then define the account information again.

If the user name and password are correctly input and the account is newly added, the password that was specified at account creation was incorrect. Ask the administrator who created the account to specify again the password according to the procedure for [Password change].

---

### **swsag5001**

The account information could not be updated. A possible reason for this error is that the account information management file has been corrupted or deleted.

#### **Explanation**

Attestation processing for updating the account information failed. A possible reason for this error occurring is that the account information management file has been destroyed.

#### **System action**

The system terminates processing for updating account information

#### **System administrator response**

Contact a Fujitsu customer engineer.

---

### **swsag5002**

An account with this user name has already been registered.

#### **Explanation**

The specified account information cannot be registered because it is already registered in the account management.

#### **System action**

The system terminates processing.

#### **System administrator response**

Use a user name that has not been registered in account information.

---

### **swsag5003**

The account information required to perform the requested operation cannot be found. Another administrator may have deleted the account.

#### **Explanation**

Account information required for executing the specified processing is not found. Another administrator may have deleted the account.

### System action

The system terminates processing.

### System administrator response

Check that the account required for executing the processing is registered.

---

### **swsag5004**

There is a problem with the password information for this account. Please check and enter it again.

### Explanation

An error was detected in the password information specified for account registration.

### System action

The system terminates processing.

### System administrator response

Check the password both in the password and password confirmation fields, and then execute registration again.

---

### **swsag5005**

Nothing was entered in the password and/or password confirmation fields.

### Explanation

An attempt was made to register an account without entering the password for registration in the password or password confirmation field.

### System action

The system terminates processing.

### System administrator response

Register an account by specifying the information required for account registration.

---

### **swsag5006**

The user name is reserved by the system. Please choose another one.

### Explanation

Account information registered in the program cannot be added. (manage/monitor)

### System action

Interrupts the processing

### System administrator response

Register account information with an account other than "manage" or "monitor".

---

### **swsag5007**

Some of the required user information was not entered.

### Explanation

A user name required for account registration was not specified.

### System action

The system terminates processing.

## System administrator response

Register an account after specifying the information required for account information registration.

---

### swsag5008

There is a problem with the password information for this account. Please check and enter it again.

## Explanation

The information on the current password in the selected account information is incorrect in the procedure of the password change under the account administration. Check the password information and specify it again.

## System action

None

## System administrator response

Specify the valid password information that is set in the account which executes the password change.

---

### swsag5010

Please check whether the entered administrative server name or port number is wrong.

## Explanation

An attempt to set up a network connection to the server that manages attestation management information failed.

## System action

The system terminates processing.

## System administrator response

Check the specified information on the Management Server.

---

### swsag5011

Or a manager is not found, the case where the administrative server is not started can be considered. Please check whether the wrong administrative server name is entered or the administrative server is started normally.

## Explanation

If a connection cannot be set up because the server name entered in the login window does not exist in the network, check whether the specified server name is valid. Alternative, if the Management Server (Manager) is not active, check whether the Manager has been started normally.

## System action

The system terminates processing.

## System administrator response

Check whether the specified server name is valid. For starting and stopping the Management Server, refer to "Starting and stopping the Manager" in the *ETERNUS SF Storage Cruiser Operation Guide*.

Check whether the Storage Cruiser's agent is setup valid in case it is installed. Refer to "Setup of Storage Cruiser's agent" in the *ETERNUS SF Installation and Setup Guide*.

---

### swsag5012

Access to an account information file went wrong. Please check whether there is any problem in a file.

## Explanation

An attempt to access the account management database failed. Check whether the management database can be accessed. Directory under `/var/opt/FJSVssmgr`

### System action

The system terminates processing.

### System administrator response

Check whether the directories and files under /var/opt/FJSVssmgr can be accessed. Also check the disk capacity.

---

### **swsag5013**

%NAME% is not found on the network. Please check that the correct administrative server name was entered.

### Explanation

The input Management Server name could not find in the network. Please confirm whether input Management Server name is correct. Or, please confirm the thing that the Management Server device starts normally.

### Parameters

%NAME% : Management Server name

### System action

The system terminates processing.

### System administrator response

Please confirm the Management Server device starts normally.

---

### **swsag5014**

An authentication error occurred with the entered account information. Please check the user name and password and enter it again.

### Explanation

The input account is not registered in the account administrative information. Please confirm the account to the Manager.

### System action

The system terminates processing.

### System administrator response

Please login in the account of the Manager authority, and confirm account information.

---

### **swsag5017**

No port number was entered for the administrative server.

### Explanation

The port number used to connect to the Management Server is not specified.

### System action

None

### System administrator response

Enter the port number used to connect to the Management Server.

---

### **swsag6017**

[XXX] device's supportLevel is PARTIAL. Not FULL.

### Explanation

XXX device is a Manually Embedded Device.

**System action**

None

**System administrator response**

This is not the device that the setting is supported.

---

**swsag6018**

[XXX] device has no IP address.

**Explanation**

XXX device does not have IP address.

**System action**

None

**System administrator response**

This is not the device that the setting is supported.

---

**swsag6020**

Device does not exists in DB of SANmgr.

**Explanation**

The specified device does not exist in the database.

**System action**

None

**System administrator response**

Ensure the specified device and then re-execute.

---

**swsag6033**

Process is skipped.  
This device is not set the SNMP Trap transmission place by user operation.

**Explanation**

The specified device is not the one that the SNMP Trap transmission destination setting is set by user action. Processing to set was skipped.

**System action**

None

**System administrator response**

No response is required.

---

**swsag6034**

Process is skipped.  
This device is not support the SNMP Trap transmission function.

**Explanation**

The specified device does not support the SNMP Trap transmission function. Processing to set was skipped.

**System action**

None



## System administrator response

No response is required.

---

### swsag6035

Process is skipped.

This device is a not support device on this function. Please set the SNMP Trap transmission place manually.

## Explanation

The specified device supports the SNMP Trap transmission destination, however this software does not support the automatic setting function. Processing to set was skipped. Execute the SNMP Trap transmission destination setting on the device manually.

## System action

None

## System administrator response

Execute the SNMP Trap transmission destination setting on the device manually.

---

### swsag9200

Unable to connect virtualization management server.

## Explanation

It failed to connect with vCenter Server or Hyper-V host.

## System action

The system terminates processing.

## System administrator response

Check the network environment for vCenter Server or Hyper-V host.

When you use Hyper-V host, refer to "In the case of Hyper-V (Windows version Manager only)" in "Displaying End to End list" in the *ETERNUS SF Storage Cruiser Operation Guide* and check the settings. Also, check whether the user name and password are correct. Specify a user name with the format of "*netBIOSName\userName*" or "*domainName\userName*".

---

### swsag9201

Unable to log in virtualization management server.[*ipAddress*]

## Explanation

It failed to log in the specified vCenter Server, because the username or password is incorrect or the password has expired.

## Parameters

*ipAddress*: IP address

## System action

The system terminates processing.

## System administrator response

Specify the correct username and password, and re-execute.

---

### swsag9202

Unsupport device was specified.[*ipAddress*]

## Explanation

The specified vCenter Server version is not supported.

## Parameters

*ipAddress*: IP address

## System action

The system terminates processing.

## System administrator response

Specify the vCenter Server 4.0 or later, and execute the registration of the vCenter Server.

---

### swsag9203

The specified environment doesn't have necessary software.

## Explanation

The settings of Hyper-V host or Management Server are incorrect.

## System action

None

## System administrator response

Refer to "In the case of Hyper-V (Windows version Manager only)" in "Displaying End to End list" in the *ETERNUS SF Storage Cruiser Operation Guide*.

---

### swsag9230

Internal error occurred.

## Explanation

Internal error occurred.

## System action

None

## System administrator response

Check the status of vCenter Server or Hyper-V host.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using Storage Cruiser:

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

# Chapter 14 Messages of swsrp prefix

## swsrp0305

This Device cannot be used. This is because the registration information is incorrect. Device Name=*deviceName*

### Explanation

This device cannot be used because its definition information is invalid.

### Parameters

*deviceName* : Device name

### System administrator response

- Appropriate action using the command:

Cancel the registration executing the swsrpdelvol command, and execute the swsrpsetvol command to register the information again. Refer to the following manuals for information on the commands:

"swsrpdelvol (Replication volume information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swsrpsetvol (Replication volume information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. Perform the following procedures to deregister the replication volume information of the target device.

- a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
- b. On the Main pane, click the target server.
- c. On the Category pane, click **Advanced Copy**.
- d. On the **Advanced Copy** pane, click **Replication Operation**.
- e. On the Main pane, check the target device checkbox.
- f. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
- g. Enter the necessary information, and then click **Delete**.

2. Perform the following procedures to reregister the replication volume information of the target device.

- a. Perform the steps from 1-a to 1-d.
- b. On the Action pane, click **Create** under **Replication Group**.  
The information input screen is displayed.
- c. Enter the necessary information, and then click **Next**.  
The information input screen is displayed.
- d. Enter the necessary information, and then click **Add**.

## swsrp0306

This Device cannot be used. This is because no Base Information exists in Repository. Device Name=*deviceName*

### Explanation

The device displayed at *deviceName* cannot be used because it is not defined for management under AdvancedCopy Manager.

### Parameters

*deviceName* : Device name

## System administrator response

Fetch device information in the Managed Server for the device that has not been defined as a management object of AdvancedCopy Manager by the following method, and perform the resource adjustment. Refer to "Fetching device information on a Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for notes about fetching device information.

- Appropriate action using the command:

1. Execute the `stgxfwcmsetdev` command.
2. Execute the `swsrprecoverres` command.

Refer to the following manuals for information on the commands:

"`stgxfwcmsetdev` (Device information collection/reflection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swsrprecoverres` (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. Perform the following procedures to fetch device information.
  - a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  - b. On the Main pane, click the target server.
  - c. On the Category pane, click **Device**.
  - d. On the Action pane, click **Discover/Reload** under **Devices**.
  - e. Select the device to be managed by AdvancedCopy Manager, and then click **Next**.  
The information input screen is displayed.
  - f. Select the device to be not managed by AdvancedCopy Manager, and then click **Next**.  
The information confirmation screen is displayed.
  - g. Confirm the information, and then click **Next**.  
The information confirmation screen is displayed.
  - h. Confirm the information, and then click **Add**.
2. Perform the following procedures to adjust the resource.
  - a. Perform the steps 1-a and 1-b.
  - b. On the Category pane, click **Advanced Copy**.
  - c. On the **Advanced Copy** pane, click **Replication Operation**.
  - d. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
  - e. Enter the necessary information, and then click **Recovery**.

---

### swsrp0307

An invalid line was detected. Device Map File=*fileName*, Line Number=*lineNumber*

#### Explanation

An invalid line was detected.

#### Parameters

*fileName* : Device map file name

*lineNumber* : Line number of invalid line

## System administrator response

Check the data on the invalid line and correct it.

---

## swsrp0308

No description of transaction volume exists. Device Name=*deviceName*

### Explanation

A Transaction Volume needs to be written in the Device map file.

### Parameters

*deviceName* : Device name

### System administrator response

You should write the transaction volume information to Device map file.

---

## swsrp0601

This Command cannot be run. This is because the user is not a root user.

### Explanation

- For Solaris, Linux, HP-UX, or AIX:  
An AdvancedCopy Manager command can be issued only with root authority.
- For Windows:  
An AdvancedCopy Manager command can be issued only with administrator's authority.

### System action

The system terminates processing.

### System administrator response

- For Solaris, Linux, HP-UX, or AIX:  
Re-execute processing with root authority.
  - For Windows:  
Re-execute processing with administrators authority.
- 

## swsrp0602

Input Storage Server Name is incorrect. Storage Server Name=*serverName*

### Explanation

The specified Managed Server name is not defined.

### Parameters

*serverName* : Managed Server name

### System action

The system terminates processing.

### System administrator response

Confirm the Managed Server name, and re-execute processing.

---

## swsrp0603

Input Device Name is incorrect. Device Name=*deviceName*

### Explanation

One of the following events has occurred:

- The specified device name is invalid.
- The device at the same physical position as the specified device name has already been registered in a transaction volume or a backup volume.
- The device at the same physical position as the specified device name has already been registered in a copy source volume or a copy destination volume.
- The specified device is not under the management of AdvancedCopy Manager.
- The ETERNUS Disk storage system is set incorrectly.
- The device information is abnormal. (Windows only)
- A dependency has not been set up between the volume and the AdvancedCopy Manager service. (Windows only)
- The specified device name is Logical Unit (g?d?). (Windows only)
- The services of AdvancedCopy Manager had started before the operating system recognized the device.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

- If the device name is invalid:  
Specify a valid device name and re-execute processing.
- If the device at the same physical position as the specified device name has already been registered in a transaction volume or a backup volume:  
Check the physical position of the specified device, and re-execute processing.
- If the device at the same physical position as the specified device name has already been registered in a copy source volume or a copy destination volume:  
Check the physical position of the specified device, and re-execute processing.
- If the specified device is not under the management of AdvancedCopy Manager:  
Fetch device information under the Managed Server in accordance with the following manual, and re-execute processing.  
"Fetching device information on a Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- If the ETERNUS Disk storage system is set incorrectly:  
Check that ETERNUS Disk storage system is set up to execute the Advanced Copy.
- If the device information is abnormal: (Windows only)  
Restore device information and re-execute.
- If a dependency has not been set up between the volume and the AdvancedCopy Manager service: (Windows only)  
Set up a dependency, and re-execute processing. Refer to "Notes on cluster operation" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on dependencies.
- If the specified device name is Logical Unit (g?d?): (Windows only)  
The Logical Unit cannot be specified. Specify a partition and re-execute processing.
- If the services of AdvancedCopy Manager had started before the operating system recognized the device:  
Reboot the operating system to make sure that the device is recognized and then re-execute the processing.

---

### swsrp0604

Use of the Input Device is exclusive. Device Name=*deviceName*

## Explanation

The specified device is being used by another AdvancedCopy Manager command or the Web Console operation.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Wait until processing for another command or the Web Console operation using the device is completed. If AdvancedCopy Manager processing is interrupted by a system failure, this error is reported even when no AdvancedCopy Manager command processing or the Web Console operation is in progress. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0605

Command Argument is incorrect. Arg=*argument*

## Explanation

The specified command contains an invalid argument.

## Parameters

*argument* : Argument

## System action

The system terminates processing.

## System administrator response

Re-enter the command with a valid argument specified.

---

## swsrp0609

This Command Parameter requires the Device Name.

## Explanation

The command requires a device name to be specified in an argument.

## System action

The system terminates processing.

## System administrator response

Specify a device name and re-execute processing.

---

### swsrp0614

The file could not be opened. Filename=*fileName*

## Explanation

The file name specified with the command operand or the Web Console is incorrect, or a mismatch was found in the resources managed by AdvancedCopy Manager.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

If a file name is specified in a command operand or the Web Console, then confirm that the specified file name is correct. After confirming that the file name is correct, check whether the file is accessible.

If no file name is specified in a command operand or the Web Console, then mismatched management resources were found. Before re-executing processing, perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

This message may be output in the following cases:

- Restore of SQL Server database (swsrprestore\_sql) was performed without performing backup of SQL Server database (swsrpbackup\_sql).
- Restore of SQL Server database (swsrprestore\_sql) was continuously performed.  
(Restore of SQL Server database cannot continuously be performed.)

Refer to "Backup and Restore of SQL Server Database" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information about backup and restore of SQL Server database.

---

### swsrp0615

The file could not be read. Filename=*fileName*

## Explanation

A mismatch was found in resources managed by AdvancedCopy Manager.



## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method and re-execute processing.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0616

The file could not be written to. Filename=*fileName*

## Explanation

A mismatch was found in resources managed by AdvancedCopy Manager, or the capacity of the management file is insufficient.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

If the management data set area is too small, delete unnecessary information in the area. If necessary, increase the area. If an inconsistency occurred in the management resource, perform the resource adjustment using the following method and re-execute processing.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.

5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0617

The file could not be deleted. Filename=*fileName*

### Explanation

A mismatch was found in resources managed by AdvancedCopy Manager.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method and re-execute processing.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "`swsrprecoverres (Resource adjustment command)`" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0624

The environmental setting is undefined.

### Explanation

The Managed Server environment and the Management Server environment have not been defined, or the device is not connected correctly.

### System action

The system terminates processing.

### System administrator response

Define the Managed Server environment or the Management Server environment, and re-execute processing. Or ensure that the device is connected normally, and re-execute processing.

When cluster operation is being performed, verify that the environment variable `SWSTGNODE` is set correctly.

Refer to "Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the environment variable `SWSTGNODE`.

---

## swsrp0625

This Command cannot be run. This is because another AdvancedCopy Manager Command is running.

### Explanation

This command cannot be executed during execution of another AdvancedCopy Manager command or the Web Console operation.

### System action

The system terminates processing.

### System administrator response

Wait until processing for another command or the Web Console operation terminates, and re-execute processing. If AdvancedCopy Manager processing is interrupted by a system failure or command abort, this error is reported even if no AdvancedCopy Manager command processing or the Web Console operation is in progress. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0626

This Command cannot be run. This is because Resource Matching Command is running.

### Explanation

This command or the Web Console operation cannot be executed during the execution of the resource adjustment.

### System action

The system terminates processing.

### System administrator response

Wait until the resource adjustment terminates, and re-execute processing. If AdvancedCopy Manager processing is interrupted by a system failure or command abort, this error is reported even when no AdvancedCopy Manager command processing or the Web Console operation is in progress. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.

4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

#### swsrp0634

OPC cannot be run. Error=*error*

#### Explanation

OPC cannot be executed.

#### Parameters

*error*: Detail error message of ETERNUS Disk storage system

#### System action

The system terminates processing.

#### System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" and take appropriate action in accordance with the corrective action provided in the error message.

If error code 24 (hardware error requiring CE-CALL) is output, AdvancedCopy may have been set incorrectly. Check the ETERNUS Disk storage system setting.

Exchange Server database cannot be restored while the Advanced Copy for Exchange Server database backup is running. Check the session status using the Web Console or swsrpstat\_exchange command, wait for the session to complete, and then re-execute.

---

#### swsrp0638

This Command cannot be run. This is because copy run earlier failed.

#### Explanation

Copying that was performed previously was unsuccessful.

#### System action

The system terminates processing.

#### System administrator response

Refer to "Troubleshooting for a hardware error, etc, occurring during Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to take appropriate action.

---

#### swsrp0639

This Command cannot be run. This is because a copy is running.

#### Explanation

The command cannot be executed while copying is in progress.

#### System action

The system terminates processing.

#### System administrator response

After copying is finished, re-execute processing.

---

#### swsrp0645

This command cannot be run. This is because the environmental setting is incorrect.

## Explanation

One of the following events has occurred:

- The information set when a volume was registered has been changed.
- A hardware abnormality has occurred.
- Another disk drive has been mounted by using the drive pass function.
- A disk has been mounted to multiple mount points using the drive path function.

## System action

The system terminates processing.

## System administrator response

Check whether the information that was set when a copy source volume or copy destination volume was registered has been changed using the following method. If the information has been changed, restore it to its state at the time the setting was made. Then, re-execute the processing.

- Appropriate action using the command:

Execute the `swstdevdisp` command. Refer to "swstdevdisp (Device usage status display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Refresh** under **Status**.
6. On the Main pane, check the information of the copy source volume and copy destination volume.

If the current information has been changed before it was used, refer to "Changing device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to learn how to change it. Then, re-execute the processing.

Check whether a hardware abnormality occurred, remove it if this is the case, and re-execute the processing.

If another disk drive is mounted by using the drive path function, cancel the mount, and re-execute the command.

---

## swsrp0647

Unable to execute. This is because the SafeFILE file system composed of more than one device is mounted.

## Explanation

Processing cannot be performed because a SynfinityFILE file system consisting of multiple devices is mounted.

## System action

The system terminates processing.

## System administrator response

Unmount the SynfinityFILE file system consisting of multiple devices, and execute processing.

---

## swsrp0648

Process creation failed. Process Name=*processName*, SignalCode=*signalNumber*

## Explanation

Process generation failed.

## Parameters

*processName* : Process name

*signalNumber* : Signal code

## System action

The system terminates processing.

## System administrator response

The process shown in *processName* cannot be generated. Respond to *signalNumber*, and re-execute processing.

---

## **swsrp0649**

SafeDISK has not been correctly installed.

## Explanation

SynfinityDISK is not installed normally.

## System action

The system terminates processing.

## System administrator response

Reinstall SynfinityDISK. Refer to the SynfinityDISK manuals for information of installation.

---

## **swsrp0650**

SafeFILE has not been correctly installed.

## Explanation

SynfinityDISK is not normally installed.

## System action

The system terminates processing.

## System administrator response

Reinstall SynfinityDISK. Refer to the SynfinityDISK manuals for information of installation.

---

## **swsrp0652**

Setting value for an environment variable failed. Environment variable=*environmentVariable*, Value for variable=*value*, Error code=*errCode*

## Explanation

The environment variable could not be set on the Managed Server that performed backup processing. This message is output only when Solaris, HP-UX, Linux, or AIX is running on the Managed Server that performed backup processing.

## Parameters

*environmentVariable* : Environment variable

*value* : Value for variable

*errCode* : OS error code

## System action

The system terminates processing.

## System administrator response

On the Solaris Managed Server that encountered a backup processing error, execute the Solaris man command to display the man manual. Refer to "intro(2)" in the man manual, and look up the operating system error code. Then, fix the error.

---

### swsrp0657

SymfoWARE/RDB command could not be run.

#### Explanation

Symfoware/RDB command execution failed.

#### System action

The system terminates processing.

## System administrator response

Verify the Symfoware/RDB environment, and re-execute processing.

If you perform the database space unit backup, or if you perform the recovery that specifies the -Xdevlist or the -nolog option, the following products must be installed.

- Symfoware Server Enterprise Edition 6.x or later
  - Symfoware Server Advanced Backup Controller 6.x or later
- 

### swsrp0661

The Directory cannot be found. Directory Name=*dirName*

#### Explanation

The specified directory is not found.

#### Parameters

*dirName* : Directory name

#### System action

The system terminates processing.

## System administrator response

Verify that the directory exists and that its name is correct, and re-execute processing.

---

### swsrp0663

Use of the Input Loggroup is exclusive. Loggroup Name=*logGroupName*

#### Explanation

The specified log group is being used by another AdvancedCopy Manager command.

#### Parameters

*logGroupName* : Log group name

#### System action

The system terminates processing.

## System administrator response

Wait until processing for another command using the log group is completed.

---

## swsrp0668

Resource data does not match.

### Explanation

There is an inconsistency in resource information.

### System action

The system terminates processing.

### System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0670

The file could not be opened. Filename=*fileName*

### Explanation

An attempt to open the file failed.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

## swsrp0671

The file could not be read. Filename=*fileName*

### Explanation

An attempt to read the file failed.

### Parameters

*fileName* : File name



### System action

The system terminates processing.

### System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### **swsrp0672**

The file could not be written to. Filename=*fileName*

### Explanation

An attempt to write to the file failed.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### **swsrp0673**

The file could not be deleted. Filename=*fileName*

### Explanation

An attempt to delete the file failed.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### **swsrp0687**

A communication error occurred. Server name=*serverName*, Error=*errCode*, Reason=*reason*

### Explanation

An error occurred during communication processing.

### Parameters

*serverName* : Server name

*errCode* : Error code

*reason* : Detail code

### System action

The system terminates processing.

### System administrator response

Check that the environment definitions of the Managed Server and Management Server and the communication route between their servers contain no error, and re-execute the processing.

The following is a description of the case examples of this message output and corrective actions for them:

- If replication is being executed toward one server at the same time from multiple servers, delay the timing of execution.
- Check whether the password of "Repository access user" used by AdvancedCopy Manager is not changed on the operating system. If it is changed, reset the "Repository access user" information. Refer to "Change of password or deletion of the user who was specified as the repository access user" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to set.
- In a cluster environment, a logical node name should be 8 bytes or less of arbitrary alphanumeric characters. Check whether the logical node name exceeds the limit.

---

## swsrp0688

Device information does not match. Device Name=*deviceName*

### Explanation

Processing cannot be performed because of inconsistent device information.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

Correct device information, and re-execute processing.

---

## swsrp0690

An SQL error occurred during repository-access. SQLSTATE=*sqlState*

### Explanation

An SQL error occurred during access to the repository.

### Parameters

*sqlState* : Symfoware SQLSTATE code

### System action

The system terminates processing.

### System administrator response

Perform an action in accordance with the code shown in *sqlState* as follows:

- 40003:  
The maximum allowable number of concurrent connections to the repository was exceeded. Re-execute processing later.
- 71001:  
The repository is inactive. Refer to the following manual and restart the RDB daemon/services.
  - For Solaris or Linux: (Daemon type is "RDB daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
  - For Windows: (Service name is "SymfoWARE RDA RDBSWSTF" and "SymfoWARE RDB RDBSWSTF").  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- 00000:  
Repository access is temporarily not possible. Wait a while, then re-execute.

If a code other than the above is indicated or if the above action fails to eliminate the error cause, refer to the following manual.  
"Troubleshooting for a failure in access to a repository database" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If the error still occurs, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp0691

The Storage Server Information was not found in Repository. Storage Server Name=*serverName*

### Explanation

The specified Managed Server information is not found in the repository.

### Parameters

*serverName* : Managed Server name

### System action

The system terminates processing.

### System administrator response

- Appropriate action using the command:

Confirm that the server name is displayed when the `swstsvrdisp` command is executed. If the server name is not displayed, execute the `swstsvrset` command.

Mismatched management resources were found when the `swstsvrset` command was executed. Execute the `swsrprecoverres` command.

Refer to the following manuals for information on the commands:

"`swstsvrdisp` (Managed Server configuration information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swstsvrset` (Managed Server configuration information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swsrprecoverres` (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Refresh** under **Status**.
6. On the Action pane, check the status of **Enable** under **Backup Management**.

If **Enable** is not grayed out, click **Enable**.

If **Enable** is grayed out, perform the following operations.

- a. On the **Advanced Copy** pane, click **Replication Operation**.
  - b. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
  - c. Enter the necessary information, and then click **Recovery**.
- 

## swsrp0692

The Base Information of the Device was not found in Repository. Storage Server Name=*serverName* Device Name = *deviceName*

## Explanation

No base information in the repository corresponds to the specified transaction volume information.

## Parameters

*serverName* : Managed Server name

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF Advanced Copy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0693

A remote process error occurred. Server name=*serverName*, Error=*errCode*

## Explanation

An error occurred at the server displayed at *serverName*.

## Parameters

*serverName* : Name of server where an error occurred

*errCode* : Error code output with the server where an error occurred

## System action

The system terminates processing.

## System administrator response

Respond to the message that appears immediately before this message, and re-execute processing.

For corrective action, follow the [System administrator response] with the message ID where "swsrp" is put at the head of *errCode* (digit). For example, if the output message is "A remote process error occurred. Server name=job1, Error=3607", take corrective action for the swsrp3607 message in the server "job1" first and then re-execute the processing.

Exchange Server database cannot be restored while Advanced Copy for Exchange Server database backup is running. Check the session status using the Web Console or `swsrpstat_exchange` command, wait for the session to complete, and then re-execute.

---

## swsrp0694

Resource data in Repository does not match that in Storage Server. Storage Server Name=*serverName*

## Explanation

An inconsistency is found between resource information in the repository and resource information on the Managed Server.

## Parameters

*serverName* : Managed Server name

## System action

The system terminates processing.

## System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swsrp0695

Connection to Communication Daemon failed.

## Explanation

No connection can be set up with the communication service.

## System action

The system terminates processing.

## System administrator response

Check the environment for connection with the communication service, and re-execute processing.

---

## swsrp0696

The server name could not be read from Registry.

## Explanation

Managed Server information cannot be obtained from the registry.

## System action

The system terminates processing.

## System administrator response

Check that the environment definition of the configuration management function is correct, and re-execute processing.

---

## swsrp0697

The Repository Access Function could not be called up. Error=*errCode*

### Explanation

An error occurred during access to the repository.

### Parameters

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Refer to "[B.3 Error codes for repository access](#)" to take the corrective action shown in *errCode*, and re-execute the processing.

If there is no error code corresponding to "[B.3 Error codes for repository access](#)", take the following actions:

- Check if the communication with the Management Server is available.

Ports may be blocked by port filtering. Check if port numbers described in the following sections in the *ETERNUS SF Installation and Setup Guide* are not blocked:

- "Configuring the network environment" in "Setup of AdvancedCopy Manager's manager"
- "Port number setting" in "Setup of AdvancedCopy Manager's agent"
- When cluster operation is performed, verify that environment variable SWSTGNODE is set correctly.

Refer to "In cluster operation" described in the note under "Replication Management Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for the corresponding operating system to set the environment variable SWSTGNODE.

If you still have a problem, take corrective action according to "Troubleshooting: Insufficient free space in a repository" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

## swsrp0698

A Server Information item could not be acquired. Error=*errCode*

### Explanation

Managed Server information cannot be obtained.

### Parameters

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

## swsrp0702

A code set could not be converted. Error=*errCode*, input=*inputCode*, output=*outputCode*, string(HEX)=*hexStrings*

### Explanation

Character code conversion failed.

## Parameters

*errCode* : Error code  
*inputCode* : Conversion source code  
*outputCode* : Conversion destination code  
*hexStrings* : Conversion character string (hexadecimal)

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

## swsrp0704

Use of a part of Input Loggroup Name is exclusive. Loggroup Name=*logGroupName*, Device Name=*deviceName*

## Explanation

The transaction volumes included in the specified log group are being used by other AdvancedCopy Manager commands.

## Parameters

*logGroupName* : Log group name  
*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Wait until processing for the other command using the log group is completed.

---

## swsrp0708

A Device Information could not be acquired. Error=*errCode*

## Explanation

An attempt to obtain device information failed.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

## swsrp0710

An error occurred on Storage Management Server.

## Explanation

An error occurred on the Management Server.

## System action

The system terminates processing.

## System administrator response

Respond to the message that appears immediately before this message.

---

### **swsrp0711**

AdvancedCopy Manager type could not be read from Registry.

## Explanation

The AdvancedCopy Manager type cannot be obtained from the configuration management component registry.

## System action

The system terminates processing.

## System administrator response

Ensure that the environment setting of the configuration management function is normal, and re-execute processing.

---

### **swsrp0715**

A code set could not be converted during access to repository. Error=*errCode*

## Explanation

Character code conversion during access to the repository failed.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

### **swsrp0718**

The Base Information of the Storage Server could not be found. Storage Server Name=*serverName*

## Explanation

The specified Managed Server is not defined as managed by AdvancedCopy Manager.

## Parameters

*serverName* : Managed Server name

## System action

The system terminates processing.

## System administrator response

Define the Managed Server in accordance with the following manual, and re-execute processing.  
"Registering a Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp0719**

EC cannot be run. Error=*error*

## Explanation

EC cannot be executed.



## Parameters

*error*: Detail error message of ETERNUS Disk storage system

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take appropriate action in accordance with the corrective action provided for the error message.

If error code 24 (hardware error requiring CE-CALL) is output, AdvancedCopy may have been set incorrectly. Check the ETERNUS Disk storage system setting.

---

## swsrp0720

The File could not be found. File Name=*fileName*

## Explanation

The specified file is not found.

## Parameters

*fileName*: File name

## System action

The system terminates processing.

## System administrator response

Verify that the specified file exists and that its name is valid, and re-execute processing.

---

## swsrp0722

This Command cannot run. This is because Resource files have been destroyed.

## Explanation

This command cannot be executed because the resource file is corrupted.

## System action

The system terminates processing.

## System administrator response

The current resource file cannot be used. Execute the `swstresrst` command to restore the resource file that was backed up previously. Then, re-execute processing. Refer to "`swstresrst` (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

## swsrp0723

Resource files could not be saved. Saving Directory Name=*dirName*

## Explanation

An attempt to save the resource file failed.

## Parameters

*dirName*: Save directory name

## System action

The system terminates processing.

## System administrator response

Ensure that the device containing the save directory has enough free space, and re-execute processing.

---

### swsrp0724

Resource files cannot be converted. This is because their format is incorrect.

## Explanation

The current resource file cannot be converted because its format is invalid.

## System action

The system terminates processing.

## System administrator response

The current resource file cannot be used. Execute the `swstresrst` command to restore the resource file that was backed up previously. Then, re-execute processing. Refer to "swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swsrp0725

This Command cannot run. This is because the Resource files are of an older version or have been corrupted.

## Explanation

This command cannot be executed because the version of the resource file is too old or the resource file is corrupted.

## System action

The system terminates processing.

## System administrator response

The current resource file cannot be used. Execute the `swstresrst` command to restore the resource file that was backed up previously. Then, re-execute processing. Refer to "swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swsrp0726

Resource Matching Command cannot be run.

## Explanation

The resource matching command failed.

## System action

The system terminates processing.

## System administrator response

Respond to the message that appears immediately before this message, and re-execute processing.

---

### swsrp0727

AdvancedCopy Manager has not been correctly installed.

## Explanation

AdvancedCopy Manager is not normally installed.

## System action

The system terminates processing.

## System administrator response

Reinstall AdvancedCopy Manager.

---

### **swsrp0728**

The Volume cannot be set. This is because this volume includes VTOC. Device Name=*deviceName*

## Explanation

The specified volume contains VTOC and therefore cannot be used as a transaction or backup volume.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Review the device configuration so that a volume used as a transaction volume or backup volume does not contain VTOC.

---

### **swsrp0729**

The target backup volume name(s) could not be obtained. Device Map File=*fileName*

## Explanation

The name of the output destination backup volume could not be obtained.

## Parameters

*fileName* : Device map file name

## System action

The system terminates processing.

## System administrator response

Check the contents of the device map file and re-execute.

---

### **swsrp0732**

The directory could not be created. Directory=*dirName*

## Explanation

Directory creation failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the directory creation failure and re-execute.

---

### **swsrp0733**

The directory could not be read. Directory=*dirName*

## Explanation

Directory reading failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to read the directory and re-execute.

---

## **swsrp0734**

The file could not be copied. Source File=*srcFileName*, Target File=*dstFileName*

## Explanation

File copying failed.

## Parameters

*srcFileName* : Copy source file name

*dstFileName* : Copy destination file name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to copy the file and re-execute.

---

## **swsrp0735**

The directory could not be copied. Source Directory=*srcDirName*, Target Directory=*dstDirName*

## Explanation

Directory copying failed.

## Parameters

*srcDirName* : Copy source directory name

*dstDirName* : Copy destination directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to copy the directory and re-execute.

---

## **swsrp0736**

The directory could not be deleted. Directory=*dirName*

## Explanation

Directory deletion failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to delete the directory and re-execute.

---

### swsrp0737

The directory could not be moved. Source Directory=*srcDirName*, Target Directory=*dstDirName*

## Explanation

Directory movement failed.

## Parameters

*srcDirName* : Source directory name

*dstDirName* : Destination directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to move the directory and re-execute.

---

### swsrp0739

The value of the environment variable SWSTGNODE is incorrect. Value=*value*

## Explanation

One of the following events has occurred:

- The value of the environment variable SWSTGNODE for the cluster operation is invalid.
- The node on which the command was executed is not an operational node.
- The AdvancedCopy Manager transaction has stopped.

## Parameters

*value* : Value of the environment variable SWSTGNODE

## System action

The system terminates processing.

## System administrator response

If the cluster operation is in progress, check the following points:

- Check that the environment variable SWSTGNODE has been correctly set.
- Check that the node on which the command was run is an operational node.
- Check if the AdvancedCopy Manager transaction has stopped.

Delete the environment variable SWSTGNODE except for cluster operation.

Refer to "Various Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the environment variable SWSTGNODE.

---

### swsrp0740

The advanced copy function cannot be used. Error=*errCode*

## Explanation

The advanced copy function cannot be used.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take the corrective action shown in *errCode*.

---

## **swsrp0751**

Connection to the network failed. Remote Computer Name=*hostName*, Detected API=*api*, Error=*errCode*

## Explanation

Connection to the network failed.

## Parameters

*hostName* : Name of the host in which an error occurred

*api* : API that caused an error

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Connection to the network failed. Check whether the remote server and network are normal and take necessary action if there is a problem. Then, re-execute.

---

## **swsrp0752**

You do not have sufficient permission to operate AdvancedCopy Manager. Detected API=*api*, Error=*errCode*

## Explanation

The user has no authority to operate AdvancedCopy Manager.

## Parameters

*api* : API that caused an error

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Obtain authority to access the registry.

---

## **swsrp0753**

The product *productName* has not been installed. Registry=*registry*, Key Name=*keyName*, Value Name=*value*, Error=*errCode*

## Explanation

The product shown in *productName* is not installed.

## Parameters

*productName* : Product name  
*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

The product shown in *productName* is not installed. (i.e., registry data that should have been defined during installation cannot be found.)

---

### swsrp0754

The abnormal volume was detected. Volume=*volumeName*, Error=*errCode*

## Explanation

An abnormal volume was detected during analysis processing of the volume mount point.

## Parameters

*volumeName* : Name of volume in which the error generated (The mountvol command can be used to check the volume name.)  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Re-execute after restoring the volume which has caused abnormalities with reference to the contents of an error code by executing the net helpmsg command on a command prompt. Also refer to the following manual, when the drive path function is not being used.  
"General notes" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swsrp0758

No description of transaction volume exists. File=*fileName*

## Explanation

The description of the device list file is incorrect. No description of transaction volume exists in the device list file.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Describe the transaction volume in the device list file.

---

### swsrp0763

The specified volume is in the state of HALT. The error occurred by a remote copy. Device Name=*deviceName*

## Explanation

The specified volume is in HALT state. The error occurred by the remote copy.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

They are the abnormalities in the hardware. Please remove the cause of the problem.

---

## **swsrp0769**

The number of specified databases exceeds the maximum number of databases capable of performing backup.

## Explanation

The number of specified databases exceeds the maximum number of databases capable of performing backup.

## System action

The system terminates processing.

## System administrator response

The maximum number of databases capable of performing backup is 64. Make the number of the databases to be equal to or less than 64.

---

## **swsrp0771**

The path to the volume mount point could not be acquired. *PATH=pathName*

## Explanation

The path to the volume mount point could not be acquired.

## Parameters

*pathName* : Path in which the error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## **swsrp0772**

The path could not be converted to a device name for AdvancedCopy Manager. *PATH=pathName*

## Explanation

The path could not be converted to a device name for AdvancedCopy Manager.

## Parameters

*pathName* : Path in which the error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



---

### swsrp0773

The same database name cannot be specified multiple times. Database Name=*dbName*

#### Explanation

The same database name cannot be specified multiple times.

#### Parameters

*dbName* : Database name in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the specified database name and re-execute processing.

---

### swsrp0774

An error occurred in the backup processing for the database. Server Name=*serverName*, Instance Name=*instance*, Database Name=*dbName*, Error=*errCode*

#### Explanation

An error occurred in the backup processing for the database.

#### Parameters

*serverName* : SQL Server's server name in which the error occurred

*instance* : Instance name in which the error occurred

*dbName* : Database name in which the error occurred

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Respond to the message which is output before this message, and re-execute processing.

---

### swsrp0775

Backup failed. Command=*commandLine*

#### Explanation

Backup failed.

#### Parameters

*commandLine* : Command in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Respond to the message which is output before this message, and re-execute processing.

---

### swsrp0776

The file names of the database could not be acquired. Server Name=*serverName*, Instance Name=*instance*, Database Name=*dbName*

## Explanation

The file names of the database could not be acquired.

## Parameters

*serverName* : SQL Server's server name in which the error occurred

*instance* : Instance name in which the error occurred

*dbName* : Database name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check the database status, and re-execute the processing.

---

## **swsrp0777**

Backup processing was interrupted.

## Explanation

Backup processing was interrupted.

## System action

The system terminates processing.

## System administrator response

Respond to the message which is output prior to this message, and re-execute processing.

---

## **swsrp0778**

The execution of statement failed. Statement=*state*

## Explanation

It failed in execution of a statement.

## Parameters

*state* : SQL statement sentence

## System action

The system terminates processing.

## System administrator response

Check that the environment of the database for processing is correct, and re-execute.

---

## **swsrp0779**

The file could not be closed. Filename=*fileName*

## Explanation

It failed to close the file shown in *fileName*.

## Parameters

*fileName* : File name which the error generated

## System action

The system terminates processing.

## System administrator response

Check the states (i.e., the availability) of a device where a file exists, and re-execute.

---

### swsrp0780

The database name or instance name could not be converted to wide-character code.

## Explanation

The database name or instance name could not be converted to wide-character code.

## System action

The system terminates processing.

## System administrator response

Check that a database name and an instance name are correct, and re-execute.

---

### swsrp0781

This Command Parameter requires the Database Name.

## Explanation

A database name is required for the argument of a command.

## System action

The system terminates processing.

## System administrator response

Specify a database name, and re-execute.

---

### swsrp0782

The path of the primary file of the database could not be acquired. Database Name = *dbName*

## Explanation

Path acquisition of the primary file of the database shown in *dbName* resulted in an error.

## Parameters

*dbName* : Database name

## System action

The system terminates processing.

## System administrator response

Check the database environment and removing the cause of the error, and re-execute.

---

### swsrp0784

This Command Parameter requires the Metadata File Name.

## Explanation

A metadata file name is required for this command.

## System action

The system terminates processing.

## System administrator response

Specify a metadata file name, and re-execute.

---

### **swsrp0785**

*option1* option of this command can be specified only when *option2* option is specified.

## Explanation

The argument when performing command directions is inaccurate.

## Parameters

*option1* : Option name

*option2* : Option name

## System action

The system terminates processing.

## System administrator response

Specify a correct argument, and re-execute.

---

### **swsrp0786**

The device associated with the specified drive letter is not a device for AdvancedCopy Manager.

## Explanation

This drive is not a supported drive for AdvancedCopy Manager.

## System action

The system terminates processing.

## System administrator response

Check whether the database has been created correctly on the ETERNUS Disk storage system.

---

### **swsrp0790**

Communication with SQL Server failed.

## Explanation

It failed to communicate with an SQL Server.

## System action

The system terminates processing.

## System administrator response

Check that the environment of SQL Server is correct, and re-execute.

---

### **swsrp0791**

SQL Server aborted.

## Explanation

SQL Server interrupted processing.

## System action

The system terminates processing.

## System administrator response

Check that the environment of SQL Server is right, and re-execute.

---

### **swsrp0792**

ODBC processing failed. Detected API=*api*, Error=*errCode*

#### Explanation

It failed in ODBC processing.

#### Parameters

*api*: API name

*errCode*: Error code

#### System action

The system terminates processing.

#### System administrator response

Check that the environment of ODBC is right, and re-execute.

---

### **swsrp0793**

The BACKUP/RESTORE statement abnormally exited.

#### Explanation

The BACKUP/RESTORE statement abnormally exited.

#### System action

The system terminates processing.

#### System administrator response

Check that the environment of SQL Server is right, and re-execute.

---

### **swsrp0794**

COM library could not be initialized.

#### Explanation

The COM library could not be initialized.

#### System action

The system terminates processing.

#### System administrator response

The shortage of a memory or a fatal error is considered to be the cause. When the shortage of a memory is the cause, terminate other applications and re-execute. When a fatal error is the cause, check the Windows environment and re-execute.

---

### **swsrp0795**

A COM Object could not be created.

#### Explanation

A COM object could not be created.

#### System action

The system terminates processing.

## System administrator response

SQL Server is not installed correctly. Check the installation status of the SQL Server (re-install it if necessary), and re-execute.

---

### swsrp0796

The device information could not be acquired. Device Name=*deviceName*

## Explanation

There was an error in the acquisition of the device information shown in *deviceName*.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Check the device status.

---

### swsrp0797

The command could not be run for lack of memory.

## Explanation

The command could not be run because of a shortage of memory.

## System action

The system terminates processing.

## System administrator response

Carry out the following management to enable it to achieve a larger virtual memory domain, and re-execute.

- Extend the size of the swap domain.
  - End other applications.
- 

### swsrp0798

Connection to SQL Server failed. Server Name=*serverName*

## Explanation

Connection with SQL Server resulted in an error.

## Parameters

*serverName* : Server name that the error generated

## System action

The system terminates processing.

## System administrator response

Check the starting state of the SQL Server, the server name of the SQL Server, etc (when an instance with a name is specified), and re-execute.

---

### swsrp0891

The server name could not be read from Registry. There is a possibility that environment variable SWSTGNODE is not set.

## Explanation

An attempt to acquire the Managed Server name from the registry has failed.

The environment variable SWSTGNODE may have not been set because the cluster is already set up.

## System action

The system terminates processing.

## System administrator response

If the cluster operation is in progress, check that the environment variable SWSTGNODE has been set.

Refer to "Various Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the environment variable SWSTGNODE.

If the environment variable SWSTGNODE is set correctly, check that the Managed Server is registered.

---

### swsrp0892

Failed to read the cluster setting definition file. Filename=*fileName*

## Explanation

An attempt to read the cluster definition file has failed.

## Parameters

*fileName* : Cluster definition file name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp0898

This system does not support EC-related functions.

## Explanation

This system does not support synchronous high-speed backup.

## System action

The system terminates processing.

## System administrator response

Use snapshot backup.

---

### swsrp0901

An internal inconsistency occurred.

## Explanation

A system error occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp0902

An internal inconsistency occurred in disk array device. Error=*errCode*

## Explanation

A system error occurred in the ETERNUS Disk storage system.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

If the error recurs even if the command is re-executed, a hardware error is assumed. Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take the corrective action shown in *errCode*.

---

### swsrp0903

Processing was interrupted.

## Explanation

Processing was interrupted.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp0904

A new area could not be acquired. Area name=*name*, Area size=*size*

## Explanation

An attempt to allocate a new area failed.

## Parameters

*name* : Name of the area to be allocated

*size* : Length of the area to be allocated

## System action

The system terminates processing.

## System administrator response

Perform the following so that a virtual memory area can be allocated, and re-execute processing.

- Expand the swap area.
- Terminate other applications.



---

## swsrp0951

The registry could not be opened. Registry=*registry*, Key=*keyName*, Error=*errCode*

### Explanation

The registry could not be opened.

### Parameters

*registry* : Registry  
*keyName* : Key name  
*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

## swsrp0952

The registry could not be read. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

### Explanation

The registry could not be read.

### Parameters

*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

## swsrp0953

Information could not be written to the registry. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

### Explanation

The registry could not be written.

### Parameters

*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

## swsrp0954

An unexpected error occurred. Thread ID=*threadID*, Detected API=*api*, Error=*errCode*

### Explanation

An unexpected error occurred.

### Parameters

*threadID* : Thread ID of the thread in which the error occurred

*api* : API name in which the error occurred

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp0990

An internal conflict occurred. Additional information 1=*info*, Additional information 2=*info*, Additional information 3=*info*, Additional information 4=*info*, Additional information 5=*info*

### Explanation

An internal error occurred.

### Parameters

*info* : Additional information

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp1001

*drive* has been assigned to *deviceName*.

### Explanation

A drive letter has been assigned to the specified device.

### Parameters

*drive* : Drive letter

*deviceName* : Device name

### System action

The system terminates normally.

### System administrator response

No response is required because this is an informational message only.

---

## swsrp1002

The drive letter assigned to *deviceName* has been released. Drive Letter=*drive*

## Explanation

The drive letter assignment to a device was canceled.

## Parameters

*deviceName* : Device name  
*drive* : Drive letter

## System action

The system terminates normally.

## System administrator response

No response is required because this is an informational message only.

---

## **swsrp1011**

*drive* has already been assigned to *deviceName*.

## Explanation

A drive letter has already been assigned to the specified device.

## Parameters

*drive* : Drive letter  
*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

No response is required because this is an alert message only.

---

## **swsrp1013**

Either *drive* is not used or has already been released from the device to which it was previously assigned.

## Explanation

The specified drive letter is not used, or the assignment has already been canceled.

## Parameters

*drive* : Drive letter

## System action

The system terminates processing.

## System administrator response

No response is required because this is an alert message only.

---

## **swsrp1014**

Either no drive letter has been assigned to *deviceName* or the drive letter previously assigned to it has already been released.

## Explanation

No drive letter has been assigned to the specified device, or the assignment has already been canceled.

## Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

No response is required because this is an alert message only.

---

### **swsrp1021**

This command could not be executed because it was entered by a user who does not have Administrator permissions.

### Explanation

The user cannot execute this command because the user does not belong to the Administrators group of the local machine.

### System action

The system terminates processing.

### System administrator response

A user with administrator authority only should execute this command.

---

### **swsrp1022**

A device name is required for this command.

### Explanation

The command requires a device name as an argument.

### System action

The system terminates processing.

### System administrator response

Specify a device name and re-execute.

---

### **swsrp1023**

A command argument is invalid.

### Explanation

The command contains an invalid argument.

### System action

The system terminates processing.

### System administrator response

Re-execute the command with a valid argument specified.

---

### **swsrp1024**

A device name or drive letter is required for this command.

### Explanation

The command requires a device name or drive letter as an argument.

### System action

The system terminates processing.

## System administrator response

Re-execute the command with a device name or drive letter specified.

---

### swsrp1025

An invalid device name was entered. Device Name=*deviceName*

#### Explanation

An invalid device name was specified.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Check the device name and re-execute.

---

### swsrp1026

Another drive letter has already been assigned to the device. Device Name=*deviceName*, Drive Letter=*drive*

#### Explanation

Another drive letter has already been assigned to the specified device.

#### Parameters

*deviceName* : Device name

*drive* : Drive letter already assigned

#### System action

The system terminates processing.

#### System administrator response

Check the device name and re-execute.

---

### swsrp1027

An invalid drive letter was entered. Drive Letter=*drive*

#### Explanation

An invalid drive letter was specified.

#### Parameters

*drive* : Drive letter already assigned

#### System action

The system terminates processing.

#### System administrator response

Check the drive letter and re-execute.

---

### swsrp1028

The specified drive letter is already being used. Drive Letter=*drive*

## Explanation

The specified drive letter is already used.

## Parameters

*drive*: Drive letter

## System action

The system terminates processing.

## System administrator response

Specify another drive letter and re-execute.

---

## **swsrp1029**

The device with the specified drive letter is not a target device for AdvancedCopy Manager.

## Explanation

The device having the specified drive letter is not a target device of AdvancedCopy Manager.

## System action

The system terminates processing.

## System administrator response

Check the device with the specified drive letter, and perform remedial action if necessary. Then, re-execute.

---

## **swsrp1030**

The drive could not be locked. Drive Letter=*drive*, Error=*errCode*

## Explanation

An attempt to lock the drive failed.

## Parameters

*drive*: Drive letter

*errCode*: Error code and error location

## System action

The system terminates processing.

## System administrator response

Stop using the specified drive entirely and re-execute.

---

## **swsrp1031**

An environment setting cannot be determined. AdvancedCopy Manager has not been correctly installed.

## Explanation

The environment definition is incomplete. The AdvancedCopy Manager is not normally installed.

## System action

The system terminates processing.

## System administrator response

Check the AdvancedCopy Manager file environment.

---

**swsrp1032**

The OS is not supported.

**Explanation**

The operating system does not support the specified command.

**System action**

The system terminates processing.

**System administrator response**

Check the operating system.

---

**swsrp1033**

The device information file for AdvancedCopy Manager is not consistent with the system devices.

**Explanation**

The contents of the AdvancedCopy Manager device information file are inconsistent with the system device configuration.

**System action**

The system terminates processing.

**System administrator response**

Obtain information for all devices managed by AdvancedCopy Manager and re-execute.

---

**swsrp1034**

An invalid partition number was entered. Partition Number=*partitionNumber*

**Explanation**

An invalid partition number was specified.

**Parameters**

*partitionNumber*: Partition number

**System action**

The system terminates processing.

**System administrator response**

Check the partition number and re-execute.

---

**swsrp1035**

The specified drive is not a target device of AdvancedCopy Manager.

**Explanation**

The specified drive is not a target device of AdvancedCopy Manager.

**System action**

The system terminates processing.

**System administrator response**

Check the specified drive and re-execute.

---

### swsrp1036

The drive letter could not be released because it has been assigned to more than one device. Drive Letter=*drive*

#### Explanation

The assignment of specified drive letter could not be canceled because it has been assigned to multiple drives.

#### Parameters

*drive* : Drive letter

#### System action

The system terminates processing.

#### System administrator response

Check the status of drive letter assignment to the specified device, and re-execute.

---

### swsrp1040

The drive layout information could not be obtained. Device Number=*deviceNumber*, Error=*errCode*

#### Explanation

Acquisition of drive layout information failed.

#### Parameters

*deviceNumber* : Device number

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Check the device status.

---

### swsrp1041

The device information could not be obtained. Drive Letter=*drive*, Error=*errCode*

#### Explanation

Acquisition of device information failed.

#### Parameters

*drive* : Drive letter

*errCode* : Error code and error location

#### System action

The system terminates processing.

#### System administrator response

Check the device status.

---

### swsrp1042

An unused drive letter was not found.

#### Explanation

No free drive letter is found.



### System action

The system terminates processing.

### System administrator response

Release a drive letter not in practical use and re-execute.

---

### **swsrp1043**

A drive letter could not be assigned. Drive Letter=*drive*, Target Path=*pathName*, Error=*errCode*

### Explanation

Drive letter assignment failed.

### Parameters

*drive* : Drive letter

*pathName* : Character string of the target path of the drive to which a drive letter is to be assigned

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Check the device status and re-execute.

---

### **swsrp1044**

The command could not be executed due to insufficient memory.

### Explanation

Command execution failed because of a memory shortage.

### System action

The system terminates processing.

### System administrator response

Check the memory status. If a memory shortage is confirmed, increase the size of available memory.

---

### **swsrp1045**

A drive letter could not be released. Drive Letter=*drive*, Target Path=*pathName*, Error=*errCode*

### Explanation

Cancellation of drive letter assignment failed.

### Parameters

*drive* : Drive letter

*pathName* : Character string of the target path of the drive to which a drive letter is to be assigned

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Check the device status and re-execute.

---

### swsrp1046

A registry key could not be opened. Key=*keyName*, Error=*errCode*

#### Explanation

An attempt to open the registry key failed.

#### Parameters

*keyName* : Registry key

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Check the registry.

---

### swsrp1047

Device information could not be obtained. Error=*errCode*

#### Explanation

Acquisition of device information failed.

#### Parameters

*errCode* : Error code and error location

#### System action

The system terminates processing.

#### System administrator response

Check the device status.

---

### swsrp1048

The drive letter could not be assigned or released because another device has been mounted in a folder for the specified device.

#### Explanation

A drive letter could not be assigned to or removed from the specified device because another device was mounted on the folder of the specified device.

#### System action

The system terminates processing.

#### System administrator response

Unmount the device from the folder of the specified device and re-execute.

---

### swsrp1049

The drive letter could not be assigned or released because the specified device has been mounted in a folder for another device.

#### Explanation

A driver letter could not be assigned to or removed from the specified device because the specified device was mounted on the folder of another device.

#### System action

The system terminates processing.

## System administrator response

Unmount the specified device and re-execute.

---

### **swsrp1050**

Devices on the computer could not be scanned. Error=*errCode*

## Explanation

An attempt to scan computer devices failed.

## Parameters

*errCode* : Error code and error location

## System action

The system terminates processing.

## System administrator response

Check the status of computer devices.

---

### **swsrp1051**

The specified volume mount point could not be found. Volume Mount Point=*mountPoint*

## Explanation

The specified mount point could not be allocated or unallocated because it could not be found on the computer.

## Parameters

*mountPoint* : Mount point name

## System action

The system terminates processing.

## System administrator response

Verify that the specified mount point exists on the computer. Then, specify a valid mount point and re-execute processing.

---

### **swsrp1052**

The specified directory is not empty. Mount Point Name=*mountPoint*

## Explanation

No mount point can be allocated to the specified directory because it is not empty.

## Parameters

*mountPoint* : Mount point name

## System action

The system terminates processing.

## System administrator response

Check the specified mount point. Then, specify a valid mount point, and re-execute processing.

---

### **swsrp2401**

The requested processing is already in progress.

## Explanation

The requested processing is already in progress.

## System action

The system terminates processing.

## System administrator response

If a problem exists in the current processing, stop or cancel the operation and re-execute the command.

---

### swsrp2402

The copy destination volume cannot be used, because the synchronous processing was cancelled before it reached equivalency maintenance status.

## Explanation

The copy destination volume cannot be used, because the synchronous processing was cancelled before it reached equivalency maintenance state.

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### swsrp2403

The copy destination volume cannot be used, because the replication processing was cancelled.

## Explanation

The copy destination volume cannot be used, because the replication processing was cancelled. If replication processing is cancelled while any of the following conditions is not met, the copy destination volume cannot be used.

- QuickOPC session is in the tracking state.
- EC or REC session has reached the equivalence maintenance state.
- EC or REC session is in the suspend state.

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### swsrp2604

The specified volume is in use in other processing. Volume Name= *volumeName@serverName*

## Explanation

The specified volume is already in use in other processing.

## Parameters

*volumeName* : Name of the volume used by another process  
*serverName* : Name of the server for the volume used by another process

## System action

The system terminates processing.

## System administrator response

Wait for completion of processing regarding this volume by other commands or the Web Console operation. If AdvancedCopy Manager is interrupted due to a system failure etc., even if the AdvancedCopy Manager command or the Web Console operation is not operating, this error will be produced. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swsrprecoverres` command. This is a command to restore the inconsistency of AdvancedCopy Manager management information, which is caused when the AdvancedCopy Manager command is terminated forcibly. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

### swsrp2605

The specified combination of volumes is not in the replication operation.

#### Explanation

The specified volume combination is not in the replication operation (No information exists in the management data set).

#### System action

The system terminates processing.

## System administrator response

Check the status of the specified volume and re-specify the correct volume.

If cluster processing is performed, make sure that the environment variable `SWSTGNODE` is properly set. Refer to Note (In cluster operation) in "Replication Management Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the environment variable `SWSTGNODE`.

---

### swsrp2606

The specified combination of volumes is in an error status.

#### Explanation

The specified combination of volumes is invalid.

#### System action

The system terminates processing.

## System administrator response

A Hardware problem may have occurred. Check the cause of the hardware problem, and perform the following action.

- Appropriate action using the command:

Execute the `swsrpcancel` command to stop the replication operation. Refer to "swsrpcancel (Replication cancellation command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Main pane, check the target device checkbox.
6. Perform one of the following actions.
  - On the Action pane, click **Cancel OPC** under **Replication Operations**.
  - On the Action pane, click **Cancel EC** under **Replication Operations**.
  - On the Action pane, click **Cancel REC** under **Replication Operations**.The information input screen is displayed.
7. Enter the necessary information, and then click **Cancel OPC**, **Cancel EC**, or **Cancel REC**.

---

### swsrp2608

No entry exists to be displayed.

#### Explanation

Either the specified volume is not in a replication operation or there is no volume in a replication operation.

#### System action

The system terminates processing.

#### System administrator response

Specify a correct volume name.

---

### swsrp2612

A script file for creating a replica could not be found. File Name=*fileName*

#### Explanation

A script file for creating a replica could not be found.

#### Parameters

*fileName* : File name of pre-processing or post-processing script in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Stop all the operations and reinstall AdvancedCopy Manager.

---

### swsrp2613

An error occurred in the Pre-processing script for creating a replica. Error Code=*errCode*

#### Explanation

A failure occurred during execution of the pre-processing and/or post-processing scripts for replica creation.

## Parameters

*errCode* : Error code specified in the script

## System action

The system terminates processing.

## System administrator response

Check the contents of the pre-processing script for replication creation, correct any erroneous statements or environmental causes that may have produced the error code. Then, re-execute the script. Refer to "[B.5 Error codes of pre-processing script and post-processing script](#)" for the meanings of *errCode*.

Refer to "Pre-processing and Post-processing of Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the scripts.

---

## swsrp2614

An error occurred in the post-processing script for creating a replica. Error Code=*errCode*

## Explanation

A failure has occurred in the post-processing script for replica creation.

## Parameters

*errCode* : Error code specified in the script

## System action

The system terminates processing.

## System administrator response

Check the contents of the post-processing script for replication creation, correct any erroneous statements or environmental causes that may have produced the error code. Then, re-execute the script. Refer to "[B.5 Error codes of pre-processing script and post-processing script](#)" for the meanings of *errCode*.

Refer to "Pre-processing and Post-processing of Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the scripts.

---

## swsrp2615

The option is incorrect. Option=*option*

## Explanation

The option is incorrect.

## Parameters

*option* : Option in which the error occurred

## System action

The system terminates processing.

## System administrator response

Specify the correct parameter and re-execute the command.

For example, in the case of server-to-server replication, server name may not be specified for volume name in argument. If so, specify the volume in the format "*volumeName@ManagedServerName*".

---

## swsrp2616

An argument of the option is incorrect. Option=*option*

## Explanation

An argument of the option is incorrect.

## Parameters

*option* : Option in which the error occurred

## System action

The system terminates processing.

## System administrator response

Specify a correct parameter and re-execute the command.

---

## **swsrp2617**

An argument is required for this option. Option=*option*

## Explanation

An argument is required for this option.

## Parameters

*option* : Option in which the error occurred

## System action

The system terminates processing.

## System administrator response

Specify a correct argument for this option and re-execute the command.

---

## **swsrp2618**

A command argument is incorrect.

## Explanation

Either a required command option is missing or an incorrect command argument is specified.

## System action

The system terminates processing.

## System administrator response

Specify a correct parameter and re-execute the command.

---

## **swsrp2619**

The registry could not be read. Registry=*registry*, Key=*keyName*

## Explanation

Failed to read the registry of the configuration management component.

## Parameters

*registry* : Name of registry in which the error occurred

*keyName* : Name of key in which the error occurred

## System action

The system terminates processing.



## System administrator response

Check that the environment settings of the configuration management function are correct and re-execute the command.

---

### **swsrp2620**

The replication volume information could not be found.

## Explanation

The replication volume information could not be found.

## System action

The system terminates processing.

## System administrator response

Specify a correct replication volume and re-execute the command.

---

### **swsrp2621**

The volume information could not be found.

## Explanation

The volume information could not be found.

## System action

The system terminates processing.

## System administrator response

Specify a correct volume and re-execute the command.

---

### **swsrp2622**

The server information could not be found.

## Explanation

The server information could not be found.

## System action

The system terminates processing.

## System administrator response

Specify a correct server and re-execute the command.

---

### **swsrp2624**

A mismatch exists in the resource information.

## Explanation

A mismatch exists in the resource information.

## System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:

Re-execute the command after executing the `swsrprecoverres` command with the `-r` option specified. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Check the **Recreate files from the Storage Management Server** checkbox, and then click **Recovery**.

---

### swsrp2626

At least one volume must be connected to this server.

#### Explanation

At least one volume must be connected to this server.

#### System action

The system terminates processing.

#### System administrator response

Re-execute the command on the Managed Server to which the volume is connected.

---

### swsrp2627

The specified volume pair has already been registered as replication volume information.

#### Explanation

The specified volume pair has already been registered in the replication volume information.

#### System action

The system terminates processing.

#### System administrator response

Check that the parameter is correct and re-execute the command. To change the attribute values (copy direction and operational server) in the replication volume information, delete the replication volume information and re-execute the command.

Refer to "Changing an original volume or replica volume" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on changing a replicate volume.

---

### swsrp2628

The volume could not be set because it includes VTOC. Volume Name= *volumeName@serverName*

#### Explanation

The volume could not be set because it includes VTOC.

## Parameters

*volumeName* : Name of the volume on which the error occurred  
*serverName* : Name of the server on which the error occurred

## System action

The system terminates processing.

## System administrator response

Use a volume that does not include VTOC.

If you change the device composition, refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

## swsrp2629

The volume sizes do not match.

## Explanation

The volume sizes do not match.

## System action

The system terminates processing.

## System administrator response

Specify original and replica volumes with the same volume size. If you allow different volume sizes, specify the -n option to disable the check on volume sizes. Refer to "swsrpsetvol (Replication volume information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

If you change the device composition, refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

## swsrp2630

The basic information of the volume does not exist in the repository. Volume Name=*volumeName@serverName*

## Explanation

The basic information of the specified volume does not exist in the repository or cannot be targeted.

In the case of operation on KVM guests, the Host information setting file or Guest information setting file of the KVM Support function is not properly specified.

## Parameters

*volumeName* : Name of volume on which the error occurred  
*serverName* : Name of server on which the error occurred

## System action

The system terminates processing.

## System administrator response

Check that the initial setup of AdvancedCopy Manager has been correctly executed and re-execute the command.

In the case of operation on KVM guests, refer to the following manual to check whether the Host information setting file or Guest information setting file is properly specified.

"Configuring the guest environment" in "Operation on KVM Guests" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp2631

An SQL error occurred during repository-access. SQLSTATE=*sqlState*

## Explanation

An SQL error occurred during repository-access.

## Parameters

*sqlState* : SQLSTATE value that indicates an error cause

## System action

The system terminates processing.

## System administrator response

Check the entry of *sqlState* in the Symfoware Server manual, etc., take appropriate action, and re-execute the command.

---

## swsrp2632

A volume with an area overlapping that of the specified volume has already been registered as an original volume or replica volume.  
Volume Name=*volumeName@serverName*

## Explanation

A volume with an area overlapping that of the specified volume has already been registered as an original volume or replica volume.

## Parameters

*volumeName* : Name of volume on which the error occurred

*serverName* : Name of server on which the error occurred

## System action

The system terminates processing.

## System administrator response

When you create multiple volumes (partitions) on the same disk, you must not select overlapping areas of the disk.

---

## swsrp2633

The specified volume has been registered as a backup volume for the backup management function. Volume Name=*volumeName@serverName*

## Explanation

The specified volume has been registered as a backup volume for the backup management function.

## Parameters

*volumeName* : Name of volume on which the error occurred

*serverName* : Name of server on which the error occurred

## System action

The system terminates processing.

## System administrator response

The backup volume can be used only as an original volume or if one-directional copying has been specified. Check this point and re-execute the command.

- Appropriate action using the command:

Execute the `swsrpvoinfo` command. Refer to "`swsrpvoinfo` (Replication volume information display command)" in the *ETERNUS SF Advanced Copy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.

The registered servers are displayed on the Main pane.

2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Refresh** under **Status**.
6. On the Main pane, check the information of the specified volume.

---

## swsrp2634

The specified volumes are already registered as the replication volumes. Original Volume Name=*src VolumeName@ srcServerName*, Replica Volume Name=*dst VolumeName@ dstServerName*

### Explanation

The specified volumes are already registered as the replication volumes.

### Parameters

*src VolumeName* : Name of source volume on which the error occurred  
*srcServerName* : Name of source server on which the error occurred  
*dst VolumeName* : Name of destination volume on which the error occurred  
*dstServerName* : Name of destination server on which the error occurred

### System action

The system terminates processing.

### System administrator response

To change the attribute values, perform the following action.

- Appropriate action using the command:

Execute the `swsrpdelvol` command to delete the attribute values. Then, execute the `swsrpsetvol` command again with the required values. Refer to the following manuals for information on the commands:

"`swsrpdelvol` (Replication volume information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swsrpsetvol` (Replication volume information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. Perform the following procedures to deregister the replication volume information of the target device.
  - a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  - b. On the Main pane, click the target server.
  - c. On the Category pane, click **Advanced Copy**.
  - d. On the **Advanced Copy** pane, click **Replication Operation**.
  - e. On the Main pane, check the target device checkbox.
  - f. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
  - g. Enter the necessary information, and then click **Delete**.
2. Perform the following procedures to reregister the replication volume information of the target device.
  - a. Perform the steps from 1-a to 1-d.
  - b. On the Action pane, click **Create** under **Replication Group**.  
The information input screen is displayed.

- c. Enter the necessary information, and then click **Next**.  
The information input screen is displayed.
- d. Enter the necessary information, and then click **Add**.

---

### swsrp2635

The specified volume has not been defined as an original volume. Volume Name=*volumeName@serverName*

#### Explanation

The specified volume has not been defined as an original volume.

#### Parameters

*volumeName* : Name of volume on which the error occurred

*serverName* : Name of server on which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the specified original volume and re-execute the command.

---

### swsrp2636

No replication volume information exists.

#### Explanation

No replication volume information exists.

#### System action

The system terminates processing.

#### System administrator response

Configure the required replication volume information and re-execute the command. Note that this message can be ignored if the following conditions apply:

- The platform of the Managed Server is Windows.
- This message is posted to the event log while backup management device information is being set.

---

### swsrp2637

The specified volumes have not been registered as the replication volumes. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

#### Explanation

The specified volumes have not been registered as the required replication volumes.

#### Parameters

*src VolumeName* : Name of source volume on which the error occurred

*srcServerName* : Name of source server on which the error occurred

*dst VolumeName* : Name of destination volume on which the error occurred

*dstServerName* : Name of destination server on which the error occurred

#### System action

The system terminates processing.

## System administrator response

Specify a correct parameter and re-execute the command.

---

### **swsrp2638**

The replication volume information could not be deleted. This is because the synchronization processing is in progress.

## Explanation

The replication volume information could not be deleted. This is because synchronization processing is currently in progress.

## System action

The system terminates processing.

## System administrator response

Stop the synchronization processing and re-execute the command.

---

### **swsrp2639**

The replication volume information could not be deleted. This is because this server is not an operational server.

## Explanation

The replication volume information could not be deleted. This is because this server is not an operational server.

## System action

The system terminates processing.

## System administrator response

Re-execute the command on the operational server.

---

### **swsrp2640**

An operational server needs to be specified for server-to-server replication.

## Explanation

An operational server needs to be specified for server-to-server replication.

## System action

The system terminates processing.

## System administrator response

Execute the `swsrpsetvol` command with the `-o` option to specify an operational server. Refer to "`swsrpsetvol` (Replication volume information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### **swsrp2641**

This command cannot be run. This is because this server is not an operational server.

## Explanation

This command must be executed on an operational server.

## System action

The system terminates processing.

## System administrator response

Re-execute the command on the operational server.

---

### swsrp2642

Replication cannot be forcibly cancelled on an operational server.

#### Explanation

Replication can only be forcibly cancelled on a server other than the operational server.

#### System action

The system terminates processing.

#### System administrator response

Re-execute the command on a server other than the operational server.

---

### swsrp2643

The replication volume information could not be deleted. This is because the snapshot processing is in progress.

#### Explanation

The replication volume information could not be deleted. This is because snapshot processing is currently in progress.

#### System action

The system terminates processing.

#### System administrator response

Re-execute the command after the snapshot processing is completed or the snapshot processing is stopped.

---

### swsrp2644

No volume with multiple mount points are supported.

#### Explanation

No volume with multiple mount points is supported.

#### System action

The system terminates processing.

#### System administrator response

Configure only one mount point and re-execute the command.

---

### swsrp2645

The remote copy function cannot be used for the specified volumes. Original Volume Name=*src VolumeName@srcServerName*,  
Replica Volume Name=*dst VolumeName@dstServerName*

#### Explanation

The remote copy function cannot be used for the specified volumes.

#### Parameters

*src VolumeName* : Name of source volume on which the error occurred

*srcServerName* : Name of source server on which the error occurred

*dst VolumeName* : Name of destination volume on which the error occurred

*dstServerName* : Name of destination server on which the error occurred

#### System action

The system terminates processing.



## System administrator response

Check that the remote copy function is enabled on the disk array unit in which the specified volume exists and that the connection status between the disk array units is correct.

---

### **swsrp2646**

The replication processing could not be started. This is because this server is not an operational server.

## Explanation

The replication processing could not be started. This is because this server is not an operational server.

## System action

The system terminates processing.

## System administrator response

Re-execute the command on the operational server.

---

### **swsrp2647**

The replica could not be created. This is because this server is not an operational server.

## Explanation

The replica could not be created. This is because this server is not an operational server.

## System action

The system terminates processing.

## System administrator response

Re-execute the command on the operational server.

---

### **swsrp2648**

The specified volume is in a HALT status. An error occurred in remote copying.

## Explanation

The specified volume is in HALT state. An error has occurred in remote copying.

## System action

The system terminates processing.

## System administrator response

Check for any obvious cause of a hardware problem and remediate if possible.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp2649**

The mount point of the volume could not be acquired.

## Explanation

The mount point of the volume could not be acquired.

## System action

The system terminates processing.

## System administrator response

Check the mount point status.

---

### swsrp2650

The replica could not be created. This is because an equivalency maintenance status is not reached.

## Explanation

The replica could not be created. This is because equivalency maintenance state has not been reached.

## System action

The system terminates processing.

## System administrator response

Check the synchronization processing status and re-execute the command.

---

### swsrp2651

The synchronization processing in an opposite direction to the specified one is in progress. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

## Explanation

The synchronization processing cannot be started if the synchronization processing in an opposite direction is in progress.

## Parameters

*src VolumeName* : Name of source volume on which the error occurred  
*srcServerName* : Name of source server on which the error occurred  
*dst VolumeName* : Name of destination volume on which the error occurred  
*dstServerName* : Name of destination server on which the error occurred

## System action

The system terminates processing.

## System administrator response

Check the synchronization processing status and re-execute the command.

---

### swsrp2652

The replication resource file may be corrupt. Please retry with the r option.

## Explanation

The replication resource file may be corrupted. Please retry with the -r option.

## System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:

Execute the `swsrprecoverres` command again with the -r option specified. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.

3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
6. Check the **Recreate files from the Storage Management Server** checkbox, and then click **Recovery**.

---

## swsrp2653

The SDX object status for the source volume is illegal.

### Explanation

The SDX object status for the source volume is illegal.

### System action

The system terminates processing.

### System administrator response

Check the copy source volume status and re-execute the command.

When the Oracle Solaris Zone support function is enabled, possible causes other than the above are as follows:

- There is a possibility not to be able to communicate from a non-global zone to a global zone.

Check the following:

- It is possible to communicate from a non-global zone to a global zone.
- The correct information is described in the host information setting file.
- The AdvancedCopy Manager's agent has been installed in the global zone, and its agent is running.
- The PRIMECLUSTER GDS may be not installed in the global zone.
- The Oracle Solaris Zone support function may be not enabled.

Check that the PRIMECLUSTER GDS has been installed in the global zone correctly.  
Enable the Oracle Solaris Zone support function executing the `stgxfwcmsetmode` command. Refer to "stgxfwcmsetmode (Information collection mode configuration command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* for information on the command.

---

## swsrp2654

The SDX object status for the destination volume is illegal.

### Explanation

The SDX object status for the destination volume is illegal.

### System action

The system terminates processing.

### System administrator response

Check the copy destination volume status and re-execute the command.

When the Oracle Solaris Zone support function is enabled, possible causes other than the above are as follows:

- There is a possibility not to be able to communicate from a non-global zone to a global zone.

Check the following:

- It is possible to communicate from a non-global zone to a global zone.
- The correct information is described in the host information setting file.
- The AdvancedCopy Manager's agent has been installed in the global zone, and its agent is running.

- The PRIMECLUSTER GDS may be not installed in the global zone.  
Check that the PRIMECLUSTER GDS has been installed in the global zone correctly.
- The Oracle Solaris Zone support function may be not enabled.  
Enable the Oracle Solaris Zone support function executing the `stgxfwcmsetmode` command. Refer to "stgxfwcmsetmode (Information collection mode configuration command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* for information on the command.

---

### swsrp2655

The specified volumes have mutually overlapping area.

#### Explanation

The specified volumes have been allocated mutually overlapping disk areas.

#### System action

The system terminates processing.

#### System administrator response

When you create multiple volumes (partitions) on the same disk, do not select overlapping areas.

If you change the device composition, refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

### swsrp2656

The replication volume information could not be deleted. This is because the snapshot processing cannot be confirmed. Error=*errCode*

#### Explanation

The replication volume information cannot be deleted because an error occurred during a check of the execution status of the snapshot processing.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take appropriate action based on the description of action to be taken.

---

### swsrp2660

This Command Parameter requires the Xdevmap option.

#### Explanation

This command parameter requires the -Xdevmap option.

#### System action

The system terminates processing.

#### System administrator response

Specify the -Xdevmap option and re-execute the command.

---

### swsrp2662

The path to the volume mount point could not be acquired. PATH=*pathName*

## Explanation

The path to the volume mount point could not be acquired.

## Parameters

*pathName* : Path in which the error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## **swsrp2663**

The path could not be converted to a device name for AdvancedCopy Manager. *PATH=pathName*

## Explanation

The path could not be converted to a device name for AdvancedCopy Manager.

## Parameters

*pathName* : Path in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check whether the correspondence to either the following when the error occurs.

- This message may be posted when an Exchange Server associated command is executed, if a replication group is not registered correctly. Check the replication group registration content.
- This message may be posted when an Exchange Server associated command is executed on Windows guest OS of Linux KVM. Exchange Server associated commands cannot be used on Windows guest OS of Linux KVM. Refer to "Available functions" in the Appendix "Operation on KVM Guests" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for functions that can be used on Windows guest OS of Linux KVM.

If the above does not apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## **swsrp2664**

The same database name cannot be specified multiple times. *Database Name=dbName*

## Explanation

The same database name cannot be specified multiple times.

## Parameters

*dbName* : Database name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check the specified database name and re-execute processing.

---

### swsrp2665

A backup volume is specified as backup destinations for plural database volumes. Backup Volume Name=*volumeName*

#### Explanation

A backup volume has been specified as backup destinations for multiple database volumes.

#### Parameters

*volumeName* : Backup volume name in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the contents of the device map file and re-execute processing.

---

### swsrp2666

The m option cannot be specified if all backup volumes exist in this server.

#### Explanation

The -m option cannot be specified if all backup volumes exist in this server.

#### System action

The system terminates processing.

#### System administrator response

Re-execute processing without specifying the -m option.

---

### swsrp2667

The operational server in SQL Server management must be the original server. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

#### Explanation

The operational server in SQL Server management must be the original server.

#### Parameters

*src VolumeName* : Name of source volume on which the error occurred

*srcServerName* : Name of source server on which the error occurred

*dst VolumeName* : Name of destination volume on which the error occurred

*dstServerName* : Name of destination server on which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Change the definition of the replication volume information, and re-execute processing.

---

### swsrp2668

An error occurred in the backup processing for the database. Server Name=*serverName*, Instance Name=*instance*, Database Name=*dbName*, Error=*errCode*

#### Explanation

An error occurred in the backup processing for the database.

## Parameters

*serverName* : SQL Server's server name in which the error occurred  
*instance* : Instance name in which the error occurred  
*dbName* : Database name in which the error occurred  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Respond to the message which is output before this message, and re-execute processing.

---

## **swsrp2669**

Making a replica failed. Command=*commandLine*

## Explanation

Making a replica failed.

## Parameters

*commandLine* : Command in which the error occurred

## System action

The system terminates processing.

## System administrator response

Respond to the message which is output before this message, and re-execute processing.

---

## **swsrp2670**

The file names of the database could not be acquired. Server Name=*serverName*, Instance Name=*instance*, Database Name=*dbName*

## Explanation

The file names of the database could not be acquired.

## Parameters

*serverName* : SQL Server's server name in which the error occurred  
*instance* : Instance name in which the error occurred  
*dbName* : Database name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check the database status, and re-execute processing.

---

## **swsrp2671**

Backup processing was interrupted.

## Explanation

Backup processing was interrupted.

## System action

The system terminates processing.

## System administrator response

Respond to the message which is output before this message, and re-execute processing.

---

### **swsrp2672**

The number of specified databases exceeds the maximum number of databases capable of performing backup.

## Explanation

The number of specified databases exceeds the maximum number of databases capable of performing backup.

## System action

The system terminates processing.

## System administrator response

The maximum number of databases capable of performing backup is 64. Make the number of the databases to be equal to or less than 64.

---

### **swsrp2673**

The b option cannot be specified if not halt state.

## Explanation

The -b option can be used only with the HALT state.

## System action

The system terminates processing.

## System administrator response

Re-execute the command without specifying the -b option.

---

### **swsrp2674**

Copy processing cannot be cancelled, because halt state.

## Explanation

Copy processing in the HALT state cannot be stopped.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp2675**

The replication operation which used except SDX object and SDX object cannot be performed.

## Explanation

A replication operation that uses an SDX object and a volume other than the SDX object cannot be performed.

## System action

The system terminates processing.

## System administrator response

Specify an SDX object for the SDX object replication destination.



For the replication destination of a volume other than an SDX object, specify a volume that is not an SDX object.

---

### swsrp2676

The server-to-server replication function cannot be used in the SDX object.

#### Explanation

Replication between servers of an SDX object is not supported.

#### System action

The system terminates processing.

#### System administrator response

Replication in units of logical volumes (method with GDS Snapshot) is applicable only to replication within a server. Operate one of the following methods:

- Replication within a server
- If you use the replication between servers, select the replication operation in units of slices (method without GDS Snapshot) and specify the name of device for GDS logical volume configuration as the volume name.

Refer to "SDX objects of PRIMECLUSTER GDS" and "Operation with Units of the SDX object operation" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

### swsrp2677

The original volume and the replica volume should belong to same class. Original Volume Name=*srcVolumeName*, Replica Volume Name=*dstVolumeName*

#### Explanation

The replication source volume and replication destination volume must belong to the same class.

#### Parameters

*srcVolumeName* : Source volume  
*dstVolumeName* : Destination volume

#### System action

The system terminates processing.

#### System administrator response

Specify volumes that belong to the same class for the replication source volume and replication destination volume.

---

### swsrp2678

The original volume and the replica volume should belong to a different group. Original Volume Name=*srcVolumeName*, Replica Volume Name=*dstVolumeName*

#### Explanation

The replication source volume and replication destination volume must belong to different groups.

#### Parameters

*srcVolumeName* : Source volume  
*dstVolumeName* : Destination volume

#### System action

The system terminates processing.

## System administrator response

For the replication source volume and replication destination volume, specify volumes that belong to different groups.

For a single volume, however, for the replication source volume and replication destination volume, specify volumes that belong to different disks.

---

### swsrp2680

The specified combination of volumes is not executing synchronization processing.

## Explanation

This command cannot be run because synchronous processing has not been performed.

## System action

The system terminates processing.

## System administrator response

Start synchronous processing and re-execute this command.

---

### swsrp2681

Because the direction of the copy of replication volume is one direction, the reverse of synchronization processing cannot be done.

## Explanation

You cannot reverse synchronous processing because the copy direction of the replication volume is set to "unidirectional".

## System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:
  1. Execute the swsrpcancel command to stop synchronous processing.
  2. Execute the swsrpdelvol command to delete replication volume information.
  3. Execute the swsrpsetvol command to set the copy direction to "bidirectional".

Refer to the following manuals for information on the commands:

"swsrpcancel (Replication cancellation command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swsrpdelvol (Replication volume information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swsrpsetvol (Replication volume information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:
  1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Replication Operation**.
  5. On the Main pane, check the target device checkbox.
  6. Perform one of the following actions.
    - On the Action pane, click **Cancel OPC** under **Replication Operations**.
    - On the Action pane, click **Cancel EC** under **Replication Operations**.
    - On the Action pane, click **Cancel REC** under **Replication Operations**.

The information input screen is displayed.

7. Enter the necessary information, and then click **Cancel OPC**, **Cancel EC**, or **Cancel REC**.
8. On the Main pane, check the target device checkbox.
9. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
10. Enter the necessary information, and then click **Delete**.
11. On the Action pane, click **Create** under **Replication Group**.  
The information input screen is displayed.
12. Enter the necessary information, and then click **Next**.  
The information input screen is displayed.
13. Enter the necessary information, and then click **Add**.

---

### swsrp2682

This command cannot be run because no box-to-box replication.

#### Explanation

This command cannot be run because the replication is not the inter-box replication.

#### System action

The system terminates processing.

#### System administrator response

Check if the replication volume is in the inter-box environment.

---

### swsrp2683

The specified combination of volumes is not in the replication establishment.

#### Explanation

The combination of the specified replication volumes is not in replication establishment state.

#### System action

The system terminates processing.

#### System administrator response

Put the replication volumes into replication establishment state and rerun.

---

### swsrp2684

The Run cannot be performed because the operational Statuses of the Volume in the Group are different.

#### Explanation

The command cannot be executed because the volumes in the group do not all have the same operational status.

#### System action

The system terminates processing.

#### System administrator response

Review the operational status of each volume in the group and re-execute the command.

- If multiple snapshot replications are to be created on a group basis, synchronous processing must not be performed on any volumes in the group.

- To create multiple synchronous replications on a group basis, all of the volumes in the group must be in an equivalency maintenance state.
- In order to create a replica of the Concurrent OPC using QuickOPC, all the volumes in the group must be tracking or not tracked.

---

### swsrp2685

The specified group is not in the replication operation.

#### Explanation

The specified group is not in a replication operation.

#### System action

The system terminates processing.

#### System administrator response

Check the status of the specified group, and specify a correct group.

---

### swsrp2686

The group that the volume belongs to is excluded. Group Name=*groupName*

#### Explanation

The group that the volume belongs to is excluded.

#### Parameters

*groupName* : Group name

#### System action

The system terminates processing.

#### System administrator response

Wait for another command to complete processing on the group (that the volume belongs to), and re-execute the command.

---

### swsrp2687

A volume include in the group is excluded. Group Name=*groupName*, Volume Name=*volumeName@serverName*

#### Explanation

A volume included in the group is excluded.

#### Parameters

*groupName* : Group name

*volumeName* : Volume name

*serverName* : Server name

#### System action

The system terminates processing.

#### System administrator response

Wait for another command to complete processing on the volume, and re-execute the command.

---

### swsrp2688

The group is excluded. Group Name=*groupName*

#### Explanation

The group is excluded.

## Parameters

*groupName* : Group name

## System action

The system terminates processing.

## System administrator response

Wait for another command to complete processing on the group, and re-execute the command.

---

### **swsrp2689**

The group configuration is invalid. Group Name=*groupName*

## Explanation

The group configuration is invalid.

## Parameters

*groupName* : Group name

## System action

The system terminates processing.

## System administrator response

Review the group configuration and re-execute the command. Refer to "Creating groups" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on group configurations.

---

### **swsrp2690**

Synchronization reverse processing is already in progress.

## Explanation

Synchronization reverse processing is already in progress.

## System action

The system terminates processing.

## System administrator response

If there is a problem with the current processing, stop the operation and re-execute the command.

---

### **swsrp2691**

The Feature not supported in this server. Server Name=*serverName*, Function=*function*

## Explanation

This server does not support this function.

## Parameters

*serverName* : Server name

*function* : Function name

## System action

The system terminates processing.

## System administrator response

Refer to the hardware manual and check whether or not the server supports the function shown in *function*.

---

### swsrp2706

The specified server has an original or replica volume. Server Name=*serverName*

#### Explanation

The specified server has an original or replica volume.

#### Parameters

*serverName* : Server name

#### System action

The system terminates processing.

#### System administrator response

Delete the replication volume information for the specified server and re-execute the command.

---

### swsrp2707

The specified device has been defined as an original or replica volume. Device Name=*deviceName*

#### Explanation

The specified device has been defined as an original or replica volume.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Delete the replication volume information for the specified device and re-execute the command.

---

### swsrp2708

The server information could not be acquired. Server Name=*serverName*, Error=*errCode*

#### Explanation

Obtaining server information failed.

#### Parameters

*serverName* : Server name

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp2709

Concurrent suspend failed. Session ID=*sessionID*, Reason=*reason*

#### Explanation

If there is a problem with the current processing, stop or cancel the operation and re-execute the command.

## Parameters

*sessionID*: ID for the EC session where the error occurred  
*reason*: Reason why the error occurred

## System action

The system terminates processing.

## System administrator response

For REC, check that the transfer mode is one of the following:

- Consistency mode
- Synchronous mode
- Asynchronous (sequential transfer) mode

The firmware version of ETERNUS Disk storage system determines whether or not concurrent suspend can be executed for the synchronous mode and the asynchronous (sequential transfer) mode.

If the above does not apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If a timeout has occurred, the character string "timeout" will be displayed as the reason for the error. In this case, refer to "Changing the timeout value for the concurrent suspend function" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* and increase the timeout value.

---

## swsrp2710

The replication between IPv4 and IPv6 servers is not supported.

## Explanation

The replication between IPv4 Managed Server and IPv6 Managed Server is not supported.

## System action

The system terminates processing.

## System administrator response

The communication between IPv4 Managed Server and IPv6 Managed Server cannot be done. Refer to "stgxfwcmdisprv (Server information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*, and confirm the IP address to communicate with the server. Then, review the specification for the copy source volume and copy destination volume.

---

## swsrp2800

The REC buffer is not set. Volume Name=*volumeName*

## Explanation

No REC buffer has been set up on the device where the specified volume resides.

## Parameters

*volumeName*: Volume name

## System action

The system terminates processing.

## System administrator response

Set up an REC buffer on the device where the specified volume resides, and re-execute the command.

---

### swsrp2801

An alternative path is required.

#### Explanation

Logical volumes need to be specified using an alternative path.

#### System action

The system terminates processing.

#### System administrator response

Specify an alternative path, and re-execute the command.

---

### swsrp2802

The REC buffer could not be found. ID=*bufferID*

#### Explanation

There is no REC buffer with the specified ID.

#### Parameters

*bufferID* : Buffer ID

#### System action

The system terminates processing.

#### System administrator response

Specify the correct ID and re-execute the command.

---

### swsrp2851

The specified server name is incorrect. Server Name=*serverName*

#### Explanation

The specified server name is incorrect.

#### Parameters

*serverName* : Specified server name

#### System action

The system terminates processing.

#### System administrator response

Check that the specified server name is the same as the server name of the command execution server.

---

### swsrp2852

The specified device does not belong to Loggroup(*logGroupName*). Device Name=*deviceName*

#### Explanation

The specified device does not belong to the Symfoware database information of the log group.

#### Parameters

*logGroupName* : Log group name

*deviceName* : Device name



## System action

The system terminates processing.

## System administrator response

Display the Symfoware database information of the log group executing the `swsrpdbinfo_symfoware disp` command and check whether the specified device name is correct. Refer to "swsrpdbinfo\_symfoware (Symfoware database information register/delete/display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

If the specified device name is incorrect, specify the correct device name.

If the specified device name does not exist in the Symfoware database information of the log group, refer to "Changing database information" in "Symfoware Backup Server Operation" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to register the target device in the Symfoware database information.

---

## swsrp2854

The specified device does not belong to group(*groupName*). Device Name=*deviceName*

## Explanation

The specified device does not belong to any group.

## Parameters

*groupName* : Group name

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

In order to perform the Symfoware backup server operation, it is necessary to create a replication group in advance. Refer to "Creating a replication group" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to create a group.

---

## swsrp2855

No Symfoware backup history exists to be displayed.

## Explanation

No Symfoware backup history exists to be displayed.

## System action

The system terminates processing.

## System administrator response

No response is required because this is an informational message only.

---

## swsrp2856

No Symfoware backup history exists to be deleted.

## Explanation

No Symfoware backup history exists to be deleted.

## System action

The system terminates processing.

## System administrator response

No response is required because this is an informational message only.

---

### swsrp2857

An incorrect subcommand was specified. Subcommand=*subCommand*

#### Explanation

An invalid sub command was specified with the command.

#### Parameters

*subCommand*: Sub command in which an error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the command usage.

---

### swsrp2858

The environmental setting is not executed.

#### Explanation

The environmental setting is not executed.

#### System action

The system terminates processing.

#### System administrator response

Fetch device information in the Managed Server using the Web Console or stgxfwcmsetdev command. Then, check that the Symfoware information of the target device is displayed in the Web Console or the stgxfwcmdispdev command execution result.

---

### swsrp2859

The Symfoware database information is not registered.

#### Explanation

The Symfoware database information is not registered.

#### System action

The system terminates processing.

#### System administrator response

Register the Symfoware database information executing the swsrpdbinfo\_symfoware set command. Refer to "swsrpdbinfo\_symfoware (Symfoware database information register/delete/display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swsrp2860

The Symfoware database information file is broken. File Name=*fileName*

#### Explanation

The Symfoware database information file is broken.

#### Parameters

*fileName*: File name

#### System action

The system terminates processing.

## System administrator response

If you have a backup of the Symfoware database information file, restore it and then try again. Refer to "Maintenance of Database" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to restore the Symfoware database information file.

If you do not have a backup of the Symfoware database information file, delete the Symfoware database information executing the `swsrpdbinfo_symfoware delete` command and then re-register it executing the `swsrpdbinfo_symfoware set` command. Refer to "`swsrpdbinfo_symfoware` (Symfoware database information register/delete/display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the commands.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp2861

The file could not be read. File Name=*fileName*

#### Explanation

Reading a file has failed.

#### Parameters

*fileName* : File name

#### System action

The system terminates processing.

#### System administrator response

Ensure the access permission and free space of the device, and re-execute processing.

---

### swsrp2862

The file could not be written. File Name=*fileName*

#### Explanation

Writing a file has failed.

#### Parameters

*fileName* : File name

#### System action

The system terminates processing.

#### System administrator response

Check the access permission and free space of the device, and re-execute processing.

---

### swsrp2863

The file could not be deleted. File Name=*fileName*

#### Explanation

Deleting a file has failed.

#### Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check the access permission, and re-execute processing.

---

### swsrp2864

The replication volume definition is incorrect. Original Volume Name=*srcVolumeName@srcServerName*, Replica Volume Name=*dstVolumeName@dstServerName*

## Explanation

The replication definition for the specified volume is incorrect.

## Parameters

*srcVolumeName* : Name of source volume on which the error occurred  
*srcServerName* : Name of source server on which the error occurred  
*dstVolumeName* : Name of destination volume on which the error occurred  
*dstServerName* : Name of destination server on which the error occurred

## System action

The system terminates processing.

## System administrator response

Execute the `swsrpvoinfo` command to check that the source server name is the same as the server name of the command execution server. Refer to "`swsrpvoinfo` (Replication volume information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swsrp2951

An unexpected error occurred. Thread ID=*threadID*, Detected API=*api*, Error=*errCode*

## Explanation

An unexpected error occurred.

## Parameters

*threadID* : Thread ID of the thread in which the error occurred  
*api* : API name in which the error occurred  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp3201

Volume lock is not held.

## Explanation

A volume is not locked.

## System administrator response

No action is needed because this message is an informational message only.

---

## swsrp3601

The corresponding physical volume does not exist. Logical Volume Name=*volumeName*

### Explanation

The corresponding physical volume does not exist.

### Parameters

*volumeName* : Name of the logical volume where an error occurred

### System action

The system terminates processing.

### System administrator response

A logical volume was deleted after it was registered with the replication management function. This volume cannot be used. Perform the following action to delete definition information accordingly.

- Appropriate action using the command:

Execute the `swsrpdelv` command. Refer to "`swsrpdelv` (Replication volume information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Main pane, check the target volume checkbox.
6. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
7. Enter the necessary information, and then click **Delete**.

---

## swsrp3602

This command cannot be run because the logical volume spans multiple physical volumes. Logical Volume Name=*volumeName*

### Explanation

The command cannot be executed because a logical volume extends across multiple physical volumes.

### Parameters

*volumeName* : Name of the logical volume where an error occurred

### System action

The system terminates processing.

### System administrator response

Configuration information of a logical volume was changed after the volume was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly, and re-execute the command.

---

## swsrp3603

The configuration of this logical volume is not supported. Logical Volume Name=*volumeName*

## Explanation

The configuration of this logical volume is not supported.

## Parameters

*volumeName*: Name of the logical volume where an error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information of a logical volume was deleted after the volume was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly, and re-execute the command.

---

## swsrp3604

The corresponding physical volume does not exist. Volume Group Name=*vgName*

## Explanation

The corresponding physical volume does not exist.

## Parameters

*vgName*: Name of the volume group in which the error occurred

## System action

The system terminates processing.

## System administrator response

It is deleted after a volume group is registered into the replication management function. This volume group cannot be used. Perform the following action to delete the definition information.

- Appropriate action using the command:

Execute the `swsrpdelv` command. Refer to "swsrpdelv (Replication volume information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Replication Operation**.
5. On the Main pane, check the target volume checkbox.
6. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
7. Enter the necessary information, and then click **Delete**.

---

## swsrp3605

This command cannot be run because the volume group spans multiple physical volumes. Volume Group Name=*vgName*

## Explanation

This command cannot be run because the volume group spans multiple physical volumes.

## Parameters

*vgName* : Name of the volume group in which the error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information of a volume group was deleted after the volume was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly, and re-execute the command.

---

## swsrp3606

The configuration of this volume group is not supported. Volume Group Name=*vgName*

## Explanation

The configuration of this volume group is not supported.

## Parameters

*vgName* : Name of the volume group in which the error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information of a volume group was deleted after the volume was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly, and re-execute the command.

---

## swsrp3607

Locking the volume failed. Please confirm that the volume is being used by other processes. Error=*errCode*, Volume Name=*volumeName*

## Explanation

Locking the volume failed.

## Parameters

*errCode* : Error code and error-detection point

*volumeName* : Name of the volume with an error

## System action

The system terminates processing.

## System administrator response

- If *errCode* is 2 (CreateFile), and you are operating on Windows Server 2008 or later:

The volume in which the error occurred might be offline - in this case, bring it online. Refer to "Notes about the online/offline status of disks" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on doing this.

- If *errCode* 5 (FSCTL\_LOCK\_VOLUME) occurs:

This occurs when a volume with an error is used by another process (application or service). In this case, stop the process that is using the effected volume by cancelling all relevant processes, then re-execute. Use the handle.exe tool published at the following URL to identify the processes that are using the volume:

<http://technet.microsoft.com/en-us/sysinternals/bb896655.aspx>

For example, to identify the processes that are using the E: drive, execute "handle.exe E:" from Command Prompt.

Note that from AdvancedCopy Manager Version 14.0, in the case of *errCode 5* (FSCTL\_LOCK\_VOLUME), a function is provided to collect data in order to identify which processes are using volume targeted for processing. This is performed by executing an investigation tool that displays a list of processes using the file handle (refer to "Volume Lock Error Investigation Function" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for details). When this function is enabled, the tool output is saved in the files listed below. Refer to these files to identify which processes are using volume.

- Output result of handle.exe -a: *workDir\var\D2D\volumeName\_Handle\_date.txt*
- Output result of openfiles.exe /query /v: *workDir\var\D2D\volumeName\_Openfiles\_date.txt*
- Output result of tasklist.exe /v: *workDir\var\D2D\volumeName\_Tasklist-v\_date.txt*
- Output result of tasklist.exe /svc: *workDir\var\D2D\volumeName\_Tasklist-svc\_date.txt*
- Output result of net.exe start: *workDir\var\D2D\volumeName\_Net-start\_date.txt*
- Output result of mountvol.exe: *workDir\var\D2D\volumeName\_Mountvol\_date.txt*

The *volumeName* indicates AdvancedCopy Manager device name or OS volume name.

Refer to the following items in "General notes" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for the cause of the inability to lock the volume and the required action:

- Running software
- Notes on copying data
- Notes on using the OS volume shadow copy function
- Notes when using the -t option

A lock processing error may occur because of a temporary conflict between the volume access by other processes and the volume lock process of AdvancedCopy Manager. In this event, work around the error by changing LockRetryNumber and LockRetryInterval in the volume locking specification file used. With LockForceMode set to "on", mounting of the volume is forcibly canceled and the lock processing continues in a state in which all file handles of all other processes become invalid. Refer to the following in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the volume locking specification file used:

- "Copy source volume locking specification file"
- "Copy destination volume locking specification file"

If this error occurs by executing the *swsrpvssrestore\_exchange* command (Exchange VSS restore execution command) on the Exchange Server 2013 operating environment, the Microsoft Exchange Search Host Controller service may have not been stopped. Check whether "Preparation" in "Restoration" in "Backup and restore of Exchange Server database in Windows Server 2008 or later" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* has been executed.

- If *errCode 5* (CreateFile) occurs:

In the EC/REC operation, the copy destination volume may have been locked by other process of AdvancedCopy Manager. Check the lock status of the volume executing the *swstvollockstat* command. Refer to "*swstvollockstat* (Locked-volume information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the command.

If the volume is not locked, execute the processing again.

If the volume is locked, perform one of the following actions.

- Appropriate action using the command:
  - Unlock the volume, and re-execute the processing.

Execute the *swstvolunlock* command or *swsrprecoverres* command to unlock the volume. Refer to the following manuals for information on the commands:

"*swstvolunlock* (Volume unlock command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

"*swsrprecoverres* (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



- Specify that the pre-processing and post-processing are not performed for the copy destination volume, and re-execute the processing.
- Appropriate action using the Web Console:
  - Perform the following procedures to unlock the volume, and re-execute the processing.
    1. On the global navigation tab, click **Server**.
    2. On the Main pane, click the target server.
    3. On the Category pane, click **Advanced Copy**.
    4. On the Advanced Copy pane, click **Replication Operation**.
    5. On the Action pane, click **Recovery** under **Replication Error Recovery**.  
The information input screen is displayed.
    6. Enter the necessary information, and then click **Recovery**.
  - Check off the checkbox to execute the pre-processing and post-processing for the copy destination volume, and re-execute the processing.

If the above actions cannot handle this error, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

## swsrp3608

The setting value of the lock specification file is incorrect. File Name=*fileName*, Section Name=*sectionName*, Key Name=*keyName*, Value=*value*

### Explanation

A configuration value is invalid in the volume locking specification file used.

### Parameters

*fileName* : Name of the volume locking specification file with an error  
*sectionName* : Name of the section with an error  
*keyName* : Name of the erroneous item  
*value* : Setting value of the erroneous item

### System action

The system terminates processing.

### System administrator response

Refer to the following in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* and ensure that descriptions in the volume locking specification file have no error:

- "Creating a copy source volume locking specification file"
- "Creating a destination source volume locking specification file"

## swsrp3610

The specified volume is currently in use. Volume Name=*volumeName*

### Explanation

The specified volume is being used by another process.

### Parameters

*volumeName* : Name of the volume with an error

### System action

The system terminates processing.

## System administrator response

Wait until processing of this volume by another command is completed.

---

### **swsrp3612**

An error occurred in the process of locking a volume of the communication service. Error=*errCode*

## Explanation

An error occurred during processing for obtaining a communication service lock.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.4 Error codes of volume lock function in Windows](#)" to take action according to the instructions for *errCode*. Then, re-execute the processing.

---

### **swsrp3613**

An error occurred in the process of unlocking a volume of the communication service. Error=*errCode*

## Explanation

An error occurred during the process of releasing a communication service lock.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.4 Error codes of volume lock function in Windows](#)" to take action according to the instructions for *errCode*. Then, re-execute the processing.

---

### **swsrp3614**

An error occurred during the process of acquiring a lock status of the communication service. Error=*errCode*

## Explanation

An error occurred during the process of obtaining communication service lock information.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.4 Error codes of volume lock function in Windows](#)" to take action according to the instructions for *errCode*. Then, re-execute the processing.

---

### swsrp3616

The GDS volume should be the same size.

#### Explanation

GDS volumes must be the same size.

#### System action

The system terminates processing.

#### System administrator response

Specify a copy destination volume that is the same size as the copy source volume.

---

### swsrp3617

The shadow class in SDX object cannot be used. Class Name=*className*

#### Explanation

An SDX object in the shadow class cannot be used.

#### Parameters

*className* : Class name

#### System action

The system terminates processing.

#### System administrator response

Specify an SDX object that is not in the shadow class.

---

### swsrp3618

The SDX object of the stripe type cannot be used. Class Name=*className*, SDX Object Name=*objectName*

#### Explanation

An SDX object of the stripe type cannot be used.

#### Parameters

*className* : Class name

*objectName* : SDX object name

#### System action

The system terminates processing.

#### System administrator response

Specify an SDX object of the single or mirror type.

---

### swsrp3619

The SDX object of the concatenation type cannot be used. Class Name=*className*, SDX Object Name=*objectName*

#### Explanation

An SDX object of the concatenation type cannot be used.

#### Parameters

*className* : Class name

*objectName* : SDX object name

### System action

The system terminates processing.

### System administrator response

Specify an SDX object of the single or mirror type.

---

### **swsrp3620**

This option cannot be used for volume which is not SDX object. Option=*option*

### Explanation

This option can be used only for SDX object volumes.

### Parameters

*option* : Option

### System action

The system terminates processing.

### System administrator response

Specify this option only for SDX object volumes.

---

### **swsrp3621**

It failed in running synchronization process. GDS Command=*command*

### Explanation

Synchronous processing failed to start.

### Parameters

*command* : GDS command where the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

### **swsrp3622**

It failed in resume synchronization process. GDS Command=*command*

### Explanation

Restarting synchronous processing failed.

### Parameters

*command* : GDS command where the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

### swsrp3623

It failed in suspend synchronization process. GDS Command=*command*

#### Explanation

Suspending synchronous processing failed.

#### Parameters

*command*: GDS command where the error occurred

#### System action

The system terminates processing.

#### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### swsrp3624

It failed in running snapshot process. GDS Command=*command*

#### Explanation

Starting snapshot processing failed.

#### Parameters

*command*: GDS command where the error occurred

#### System action

The system terminates processing.

#### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

### swsrp3625

It failed in stopping copy process. GDS Command=*command*

#### Explanation

Stopping the copy process has failed.

#### Parameters

*command*: GDS command where the error occurred

#### System action

The system terminates processing.

#### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

### swsrp3626

It failed in cancel copy process. GDS Command=*command*

#### Explanation

Cancelling the copy processing has failed.

#### Parameters

*command*: GDS command where the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

### **swsrp3629**

It failed in remove proxy. GDS Command=*command*

### Explanation

Releasing the proxy has failed.

### Parameters

*command*: GDS command where the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### **swsrp3630**

Failed to execute the GDS command. Command=*command*

### Explanation

Executing a GDS command has failed.

### Parameters

*command*: GDS command where the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### **swsrp3631**

It failed in active volume. Class Name=*className*, Volume Name=*volumeName*

### Explanation

Starting a volume has failed.

### Parameters

*className*: Class name

*volumeName*: Volume name

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### swsrp3632

It failed in stopping volume. Class Name=*className*, Volume Name=*volumeName*

#### Explanation

Stopping a volume has failed.

#### Parameters

*className* : Class name

*volumeName* : Volume name

#### System action

The system terminates processing.

#### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### swsrp3633

A SDX object information could not be acquired. Class Name=*className*, SDX Object Name=*objectName*

#### Explanation

Obtaining SDX object information has failed.

#### Parameters

*className* : Class name

*objectName* : SDX object name

#### System action

The system terminates processing.

#### System administrator response

Check the SDX object status.

---

### swsrp3634

Because the relation between Master and Proxy has been established between source object and target object, the Run of the copy processing cannot be done. Class Name=*className*, Source Object Name=*srcObjectName*, Target Object Name=*dstObjectName*

#### Explanation

Copy processing cannot be executed because a master-proxy relationship has been established between the copy source object and the copy destination object.

#### Parameters

*className* : Class name

*srcObjectName* : Source object name

*dstObjectName* : Destination object name

#### System action

The system terminates processing.

#### System administrator response

Specify objects that have no master-proxy relationship.

---

### swsrp3635

Copy processing cannot be executed because it belongs to disk group as which two volume is the same. Disk Group Name=*groupName*

## Explanation

Copy processing cannot be executed because two volumes belong to the same disk group.

## Parameters

*groupName* : Disk group name

## System action

The system terminates processing.

## System administrator response

Specify a volume in a different disk group. Execute the `sdxinfo` command to check the disk group to which a volume belongs.

---

## **swsrp3636**

Copy processing cannot be executed because the target object is a master object of other Proxy. Class Name=*className*, Target Object Name=*dstObjectName*, Proxy Object Name of Target Object=*proxyObjectName*

## Explanation

Copy processing cannot be executed because the copy destination object becomes the master object of another proxy.

## Parameters

*className* : Class name

*dstObjectName* : Destination object name

*proxyObjectName* : Proxy object name

## System action

The system terminates processing.

## System administrator response

Make sure that the copy destination object is not the copy source of another SDX object.

---

## **swsrp3637**

Copy processing cannot be executed because the total number of slices comprising the master volume, and the slices comprising the proxy volume that is related to the master volume, must not exceed thirty-two. Class Name=*className*, Source Volume Name=*volumeName*

## Explanation

Copy processing cannot be executed because the number of slices that constitute a copy source volume and the number of slices that constitute all copy destination volumes linked to the copy source volume add up to a total of 33 or more.

## Parameters

*className* : Class name

*volumeName* : Source volume name

## System action

The system terminates processing.

## System administrator response

Take care so that the total number of slices does not exceed 32.

---

## **swsrp3638**

Copy processing cannot be executed because the source object is a proxy object of other Master. Class Name=*className*, Source Object Name=*srcObjectName*, Master Object Name of Source Object=*masterObjectName*



## Explanation

Copy processing cannot be executed because the copy source object becomes the proxy object of another master.

## Parameters

*className* : Class name

*srcObjectName* : Source object name

*masterObjectName* : Master object name

## System action

The system terminates processing.

## System administrator response

Make sure that the copy source object is not the copy destination of another SDX object.

---

### **swsrp3639**

Copy processing cannot be executed because copying slice exists. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

Copy processing cannot be executed because a slice is being copied.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Wait for the copying of the slice to be completed, and re-execute processing.

---

### **swsrp3640**

Copy processing cannot be executed because temporarily detach slice exists. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

Copy processing cannot be executed because a slice is in the temporary isolation state.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Incorporate the slice in the temporary isolation state, and re-execute processing.

---

### **swsrp3641**

Processing cannot be executed because source volume status of INVALID. Class Name=*className*, Source Volume Name=*volumeName*

## Explanation

Processing cannot be executed because the copy source volume is in the INVALID state.

## Parameters

*className* : Class name

*volumeName* : Source volume name

## System action

The system terminates processing.

## System administrator response

Use another normal volume to restore the copy source volume. Alternatively, refer to the *PRIMECLUSTER(TM) Global Disk Services Guide* to restore the copy source volume.

---

### swsrp3642

Processing cannot be executed because the relation between master and proxy of source object and target object is not the part status. Class Name=*className*, Master Object Name=*masterObjectName*, Proxy Object Name=*proxyObjectName*

## Explanation

Processing cannot be executed because the master-and-proxy relationship between the copy source object and the copy destination object is not in the separation state.

## Parameters

*className* : Class name

*masterObjectName* : Master object name

*proxyObjectName* : Proxy object name

## System action

The system terminates processing.

## System administrator response

Check the states of the copy source object and copy destination object.

---

### swsrp3643

The target object cannot use a hardware copy function because of mirror composition. Class Name=*className*, Target Object Name=*dstObjectName*

## Explanation

The hardware copy function cannot be used because the copy destination object has a mirroring configuration.

## Parameters

*className* : Class name

*dstObjectName* : Destination object name

## System action

The system terminates processing.

## System administrator response

Specify the `-Xgds-softcopy` option, and use the GDS software copy function.

---

### swsrp3644

A hardware copy function cannot be used because it belongs to the mirror group that a lower level group is connected. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

The hardware copy function cannot be used because a lower-level group belongs to a connected mirror group.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Specify the -Xgds-softcopy option, and use the GDS software copy function.

---

### **swsrp3645**

The specified volume is an error in GDS. Master Volume Name=*masterVolume*, Proxy Volume Name=*proxyVolume*

## Explanation

An error occurred at GDS of the specified volume.

## Parameters

*masterVolume* : Master volume name

*proxyVolume* : Proxy volume name

## System action

The system terminates processing.

## System administrator response

After eliminating the cause of the error that occurred at GDS, execute the swsrpcancel command to cancel the replication processing.

---

### **swsrp3646**

A GDS Information could not be acquired.

## Explanation

Obtaining GDS information failed.

## System action

The system terminates processing.

## System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### **swsrp3647**

The device is excluded. Device Name=*deviceName*

## Explanation

The relevant device is being used by another command of AdvancedCopy Manager.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Wait until the processing by another command for the relevant device is finished.

---

### swsrp3648

The Loggroup that the device belongs to is excluded. Loggroup Name=*logGroupName*, Device Name=*deviceName*

#### Explanation

A switch-type SDX object cannot be used.

#### Parameters

*logGroupName* : Log group name

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Wait until the processing by another command of the log group for the relevant device is finished.

---

### swsrp3649

A device include in the Loggroup is excluded. Loggroup Name=*logGroupName*, Device Name=*deviceName*

#### Explanation

The relevant device included in the log group is being used by another command of AdvancedCopy Manager.

#### Parameters

*logGroupName* : Log group name

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Wait until the processing by another command for the relevant device included in the log group is finished.

---

### swsrp3650

The Loggroup is excluded. Loggroup Name=*logGroupName*

#### Explanation

The relevant log group is being used by another command of AdvancedCopy Manager.

#### Parameters

*logGroupName* : Log group name

#### System action

The system terminates processing.

#### System administrator response

Wait until the processing by another command for the relevant log group is finished.

---

### swsrp3652

The SDX object of the switch type cannot be used. Class Name=*className*, SDX Object Name=*objectName*

#### Explanation

An SDX object of the switch type cannot be used.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Specify an SDX object of the single or mirror type.

---

### swsrp3653

This function cannot be used for SDX object.

## Explanation

The SDX object cannot use this function.

## System action

The system terminates processing.

## System administrator response

Specify an object other than the SDX object.

---

### swsrp3654

The feature not supported in this disk array device. Function Name=*function*

## Explanation

This ETERNUS Disk storage system does not support the displayed function.

## Parameters

*function* : Function name. Any of the following function names is displayed:

Displayed Strings	Function Name
Mode Change	Mode change function
Stack Mode	Stack mode function
Consistency Mode	Consistency mode function
Reverse	Synchronous processing reverse function
Concurrent Suspend	Concurrent suspend function
Concurrent Suspend from the copy destination array	Concurrent suspend command instruction function to the copy destination device

## System action

The system terminates processing.

## System administrator response

Check if this ETERNUS Disk storage system supports the function shown in *function*.

---

### swsrp3663

Deleting the disk partitions failed. Error=*errCode*, Disk Name=*diskName*

## Explanation

Disk partition deletion failed.

## Parameters

*errCode* : Error code and location where error was detected  
*diskName* : Name of the logical unit (disk) that issued the error

## System action

The system terminates processing.

## System administrator response

Check the status of the Logical Unit (disk) that issued the error, then re-execute.

---

## **swsrp3664**

Failed to re-read disk layout information. Error=*errCode*, Disk Name=*diskName*

## Explanation

Re-reading of the disk management information failed.

## Parameters

*errCode* : Error code and location where error was detected  
*diskName* : Name of the logical unit (disk) that issued the error

## System action

The system terminates processing.

## System administrator response

Check the status of the Logical Unit (disk) that issued the error, then re-execute.  
For Linux, this message is issued when the partitions included in *diskName* are in the mounted state.

---

## **swsrp3665**

Cannot use dynamic disk. Disk Name=*diskName*

## Explanation

Dynamic disks cannot be used.

## Parameters

*diskName* : Name of the logical unit (disk) that issued the error

## System action

The system terminates processing.

## System administrator response

Dynamic disks are not supported for copy in logical unit (disk) units. Only basic disks are supported for copy in logical unit (disk) units.

---

## **swsrp3666**

Failed to get the disk information. Disk Name=*diskName*

## Explanation

It failed to fetch disk information.

## Parameters

*diskName* : Name of the logical unit (disk) that issued the error

## System action

The system terminates processing.

## System administrator response

This error can possibly occur when there are a large number of partitions in the Logical Unit (disk).

Check and correct the value that was set in the MountableCheckCount or the MountableCheckInterval in the disk drive map file, and the re-execute the transaction.

When operating on Windows Server 2008 or later, then the volume in which the error occurred might be offline - in this case, bring it online. Refer to "Notes about the online/offline status of disks" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on doing this.

---

## swsrp3667

Failed to set mount point. Error=*errCode*, Volume Name=*volumeName*, Mount Point=*mountPoint*

## Explanation

Mount point assignment failed.

## Parameters

*errCode* : Error code and location where error was detected

*volumeName* : Name of volume that issued the error

*mountPoint* : Name of mount point that issued the error

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp3668

Failed to delete mount point. Error=*errCode*, Volume Name=*volumeName*, Mount Point=*mountPoint*

## Explanation

Mount point deletion failed.

## Parameters

*errCode* : Error code and location where error was detected

*volumeName* : Name of volume that issued the error

*mountPoint* : Name of mount point that issued the error

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp3669

The setting value of the Drive Letter Mapping files is incorrect. File Name=*fileName*, Section Name=*sectionName*, Key Name=*keyName*, Value=*value*, Reason=*reason*

## Explanation

The value set for the drive letter map file is invalid.

## Parameters

*fileName* : Name of the drive letter map file that issued the error  
*sectionName* : Name of the section that issued the error  
*keyName* : Name of key that issued the error  
*value* : Settings value that issued the error  
*reason* : Error reason. One of the following character strings is displayed:

- Invalid format.
- Drive Letter in use.
- Directory does not exist.
- Directory not empty.

## System action

The system terminates processing.

## System administrator response

The required action depends on the character string shown in *reason*. Take action as follows in accordance with the character string:

- "Invalid format."

The *value* of the drive letter mapping file is invalid.

Refer to "Drive letter mapping file" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*. Then, set the correct value, and re-execute.

- "Drive Letter in use."

The drive letter set for *value* in the drive letter mapping file is already in use by another volume. Specify a drive letter that can be used, then re-execute.

- "Directory does not exist."

The directory specified in *value* in the drive letter mapping file does not exist. Specify an existing directory, then re-execute.

- "Directory not empty."

The directory specified in *value* in the drive letter mapping file is not empty. Specify an empty directory, then re-execute.

---

## swsrp3670

The specified volume is not MBR disk. Volume Name=*volumeName*

## Explanation

The specified volume is not an MBR disk.

## Parameters

*volumeName* : Name of volume that issued the error

## System action

The system terminates processing.

## System administrator response

Specify an MBR disk, then re-execute.

---

## swsrp3671

Failed to update disk layout information. Error=*errCode*, Disk Name=*diskName*



## Explanation

Update of disk management information failed.

## Parameters

*errCode* : Error code and location where error was detected

*diskName* : Name of logical unit (disk) that issued the error

## System action

The system terminates processing.

## System administrator response

Check the status of the Logical Unit (disk) that issued the error, then re-execute.

---

## **swsrp3672**

Cannot open device. Error=*errCode*, Device Name=*deviceName*

## Explanation

The disk cannot be opened.

## Parameters

*errCode* : Error code and location where error was detected

*deviceName* : Name of device that issued the error

## System action

The system terminates processing.

## System administrator response

Check the status of the device that issued the error, then re-execute.

---

## **swsrp3674**

Failed to assign drive letter. Volume Name= *volumeName*

## Explanation

Failed to assign drive letter.

## Parameters

*volumeName* : Name of volume that issued the error

## System action

The system terminates processing.

## System administrator response

Check the following, and re-execute.

- Set value in the Drive Letter Mapping file
  - Status of the Logical Unit (disk)
- 

## **swsrp3679**

The license is not registered. Volume Name= *volumeName*, Serial Number = *serialNumber*, Copy Type= *copyType*

## Explanation

The license of storage device that has the specified volume is not registered.

- When the copy type is remote:

The license that can use REC is not registered in the license management function.

- When the copy type is local:

The license that can use OPC/QuickOPC/SnapOPC/SnapOPC+/EC is not registered in the license management function.

#### Parameters

*volumeName*: Volume name

*serialNumber*: Serial number

*copyType*: Copy type

#### System action

The system terminates processing.

#### System administrator response

Register the license of storage device that has the specified volume.

- When the copy type is remote:

Register the license that can use REC in the license management function.

- When the copy type is local:

Register the license that can use OPC/QuickOPC/SnapOPC/SnapOPC+/EC in the license management function.

---

#### swsrp3680

License Manager is not installed.

#### Explanation

The program of the license management function has not been installed.

The system environment may be broken.

#### System action

The system terminates processing.

#### System administrator response

Install the ETERNUS SF Manager again.

---

#### swsrp3681

The license information could not be acquired. Serial Number=*serialNumber*, Error=*errCode*, Detail=*detail*

#### Explanation

The incense information could not be acquired.

#### Parameters

*serialNumber*: Serial number

*errCode*: Error code

*detail*: Detailed error information

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp3682

The device information could not be acquired. Device Name=*deviceName*, Error=*errCode* , Detail=*detail*

### Explanation

The device information could not be acquired.

### Parameters

*deviceName* : Device name

*errCode* : Error code

*detail* : Detailed error information

### System action

The system terminates processing.

### System administrator response

Check the device status.

- If "User error occurred.[*xxxx*]" is displayed at *detail* in this message:

Take actions according to swsrp*xxxx* message. (Note that *xxxx* does not contain swsrp.)

- If "STX error occurred.[*error*]" is displayed at *detail* in this message:

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" for the information on *error* to take appropriate actions.

---

## swsrp3684

Failed to delete the partition information of the Device Mapper Multipath disk. Disk Name=*diskName*

### Explanation

The disk partition information of the Device Mapper Multipath could not be deleted.

### Parameters

*diskName* : Name of device that issued the error

### System action

The system terminates processing.

### System administrator response

Unmount all of partitions on the specified disk, and execute again.

---

## swsrp3685

Failed to read the partition information of the Device Mapper Multipath disk. Disk Name=*diskName*

### Explanation

The disk partition information of the Device Mapper Multipath could not be read.

### Parameters

*diskName* : Name of device that issued the error

### System action

The system terminates processing.

### System administrator response

Check the status of device that issued the error, and execute again.

---

## swsrp3686

The Device Mapper Multipath disk cannot be used as the copy destination volume. Disk Name=*diskName*

### Explanation

The disk of the Device Mapper Multipath cannot be used as the copy destination volume.

### Parameters

*diskName* : Name of device that issued the error

### System action

The system terminates processing.

### System administrator response

Check the specified device name, and execute again.

---

## swsrp3901

Flushing filesystem buffers failed. Error=*errCode*, Volume Name=*volumeName*

### Explanation

Flushing of the file system buffer failed.

### Parameters

*errCode* : Error code and error-detection point

*volumeName* : Erroneous volume name

### System action

The system terminates processing.

### System administrator response

- When operating on Windows Server 2008 or later, check that the copy source volume or copy destination volume is online. If the volume in which an error occurred is offline, make its volume online. Refer to "Notes about the online/offline status of disks" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the method of the appropriate action.
- If there are no file systems or unsupported file systems on the volume in which an error occurred, flushing of the file system buffer may fail. Check the status of file systems.
- The volume in which an error occurred may be locked. When the volume is locked, flushing of the file system buffer failed.

The volume may be locked in order to protect its volume. Check whether the operation to be executed is correct.

The volume may be locked by other operation of AdvancedCopy Manager.

Refer to "Pre-processing and Post-processing of Backup and Restoration" and "Pre-processing and Post-processing of Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for details.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4061

An unsupported copy type is set in the cpyset of the storage group. The storage group=*groupName*

### Explanation

There is a cpyset of an unsupported copy type registered for a volume in the specified storage group.

## Parameters

*groupName* : Target storage group name

## System action

The system terminates processing.

## System administrator response

Re-register a copyset of a supported copy type.

---

### **swsrp4201**

The backup synchronization processing is already in progress for the storage group: *groupName*.

## Explanation

The backup synchronization processing is already in progress for the storage group shown in *groupName*.

## Parameters

*groupName* : Storage group name

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### **swsrp4202**

No shadow copy exists to be displayed.

## Explanation

The shadow copies to be displayed are not found.

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### **swsrp4203**

Synchronization processing is already in progress. Storage Group Name=*groupName*

## Explanation

Synchronization processing on the specified storage group is already in progress.

## Parameters

*groupName* : Target storage group name

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

## swsrp4606

The storage group: *groupName* does not exist.

### Explanation

The storage group specified for Exchange Server does not exist.

### Parameters

*groupName* : Storage group name

### System action

The system terminates processing.

### System administrator response

Check whether the specified storage group name is registered.

---

## swsrp4607

Rollforward cannot be done since both the log files and database files exist on the same device for the storage group: *groupName*.

### Explanation

The log file in the storage group exists on the same device as the database file.

If the log file exists on the same device as the database file, restoration in Roll forward mode cannot be executed because the log file restored as a result of restoration overwrites the latest log file (the original data is lost).

### Parameters

*groupName* : Storage group name

### System action

The system terminates processing.

### System administrator response

Execute the `swsrpvssrestore_exchange` command with the `-point` option (point-in-time mode) specified.

If restoration is to be performed in Roll forward mode in the future, allocate a log file to a device different from that for the database.

---

## swsrp4608

The registered storage group information for the storage group: *groupName* does not exist.

### Explanation

Storage group information is not registered.

### Parameters

*groupName* : Storage group name

### System action

The system terminates processing.

### System administrator response

- If this message is displayed when you specify both `-delete` and `-sgname` options with the `swsrpdbinfo_exchange` command:
  - Check whether the specified storage group name is correct.
- If this message is displayed when a command other than the above is executed:
  - Execute the `swsrpdbinfo_exchange` command to register storage group information.

---

### swsrp4609

The information about the storage group: *groupName* has changed since last registered information.

#### Explanation

Storage group configuration information has been changed.

#### Parameters

*groupName* : Storage group name

#### System action

The system terminates processing.

#### System administrator response

Execute the `swsrpdbinfo_exchange` command to register the latest storage group information.

---

### swsrp4611

Illegal option *option* is used.

#### Explanation

An invalid option was specified with the command.

#### Parameters

*option* : Specified option

#### System action

The system terminates processing.

#### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### swsrp4612

Incorrect Parameter for option *option*.

#### Explanation

An invalid parameter was passed to the specified option.

#### Parameters

*option* : Specified option

#### System action

The system terminates processing.

#### System administrator response

Check the usage of the command and re-execute with the correct parameter.

---

### swsrp4613

Incorrect number of arguments.

#### Explanation

An invalid argument number was passed to the command.

#### System action

The system terminates processing.

## System administrator response

Check the usage of the command and re-execute with the correct number of arguments.

---

### swsrp4614

The options *option1* and *option2* can not be used together.

## Explanation

The specified options are mutually exclusive and cannot be specified together.

## Parameters

*option1* : Specified option 1

*option2* : Specified option 2

## System action

The system terminates processing.

## System administrator response

Check the usage of the command and re-execute with the correct combination of options.

---

### swsrp4615

The option *option* is mandatory.

## Explanation

A required option is not specified.

## Parameters

*option* : Required option

## System action

The system terminates processing.

## System administrator response

Check the usage of the command and re-execute using the correct syntax.

---

### swsrp4617

Mount of the storage group: *groupName* could not be completed since one or more of the stores could not be mounted.

## Explanation

MS Exchange returned an error while a database was mounted.

## Parameters

*groupName* : Storage group name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swsrp4618

Dismount of the storage group: *groupName* could not be completed since one or more of the stores could not be dismounted.



## Explanation

MS Exchange returned an error while a database was dismounted.

## Parameters

*groupName* : Storage group name

## System action

The system terminates processing.

## System administrator response

Check whether the service of Exchange Server is active.

---

## **swsrp4619**

Unable to access Exchange Information.

## Explanation

Exchange Server could not be accessed.

## System action

The system terminates processing.

## System administrator response

Check the following.

- Check whether the user who executed the command belongs to the Administrators group and the Domain Admin group.
- When Exchange Server is employed on MSCS, Check whether the -evs option is properly set as the command.
- Check whether Exchange Server is properly installed on the machine on which this command is executed.
- Check whether the service of Exchange Server is active.
- Check whether a machine on which Exchange Server is installed exists in the network.

Select Exchange System Manager, Tool, Monitor and Status, and Status Window to check the status of Exchange Server.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

## **swsrp4622**

Registered device information for AdvancedCopy Manager does not exist.

## Explanation

The transaction volume is not registered in the file that contains the registration information for a transaction volume.

## System action

The system terminates processing.

## System administrator response

Register device information for AdvancedCopy Manager and re-execute the command.

---

## **swsrp4624**

The log file *fileName* was not found.

## Explanation

Log file is not found.

## Parameters

*fileName* : Log file name with a path

## System action

The system terminates processing.

## System administrator response

To perform Roll forward restoration, all log files from the one backed up previously to the current one must exist.

Check whether a log file exists on the specified path. If a normal log file exists, copy it to the indicated path and re-execute. If not, perform restoration in point-in-time mode.

This may also occur when roll-forward restoration is performed after backup immediately following the creation of a public folder database. Perform the point-in-time restoration in this case as well.

This message is also output if the target database is not dismounted when the roll-forward restoration is performed. Perform dismount, and try the restoration again. Refer to "Preparation" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the dismount method.

---

## swsrp4625

Roll forward restore cannot continue because of the problems in log files for the storage group: *groupName*.

## Explanation

Roll forward restoration cannot be continued because a problem occurred in the log file.

## Parameters

*groupName* : Storage group name

## System action

The system terminates processing.

## System administrator response

Execute the exchange command "ESEUTIL /ML *Enn*" (*nn* is a storage group number) while the storage group is dismounted. Check the error information displayed and take appropriate corrective action.

---

## swsrp4626

Roll forward restoration cannot continue since the backup information is inconsistent.

## Explanation

Roll forward restoration cannot be continued because backup information is inconsistent.

## System action

The system terminates processing.

## System administrator response

Perform restoration in point-in-time mode by using the correct backup data.

---

## swsrp4629

The current log file of the storage group: *groupName* is not found.

## Explanation

The current log file of the specified storage group cannot be found in the path that was returned from Exchange Server.

## Parameters

*groupName* : Storage group name

### System action

The system terminates processing.

### System administrator response

Use the exchange system manager to obtain the log file path of the storage group. Check whether the E0n.LOG file exists in the path obtained from the exchange manager. If the drive can be accessed, perform the following:

- If the `swstdbinfo_exchange` command was once executed, use the exchange system manager to check whether a mailbox store or public store exists in the storage group. If no store exists, create a mailbox or public store and mount the store for log file creation. If more than one store exists, ensure only one store is mounted.
- If the `swstdbinfo_exchange` command has never been executed and the log file location is known, set the file in the actual log path. Use the exchange system manager to try to mount a store. If no store is mounted, restore the last backup data and execute the `swstdbinfo_exchange` command. If the same message is displayed again, contact a Fujitsu system engineer.

---

### swsrp4630

AdvancedCopy Manager operation has failed.

### Explanation

An error occurred during execution of the AdvancedCopy Manage command.

### System action

The system terminates processing.

### System administrator response

Take the corrective action indicated by the error message.

---

### swsrp4631

No Storage group exists in the exchange server.

### Explanation

No storage group exists for Exchange Server.

### System action

The system terminates processing.

### System administrator response

Create a storage group for Exchange Server and execute the command.

---

### swsrp4632

There are no mailbox store and public store in the storage group: *groupName*.

### Explanation

No database exists for the storage group.

### Parameters

*groupName*: Storage group name

### System action

The system terminates processing.

### System administrator response

Create a database for the storage group specified for Exchange Server and execute the command.

---

### swsrp4633

The log file *fileName* is corrupted.

#### Explanation

Roll forward restoration cannot be performed because the log file is inconsistent.

#### Parameters

*fileName* : Log file name with a path

#### System action

The system terminates processing.

#### System administrator response

Roll-forward restoration cannot be performed. Perform restoration in point-in-time mode.

---

### swsrp4634

Specified storage group is in use by other processings. Storage Group Name=*groupName*

#### Explanation

The specified storage group is being used for other processing.

#### Parameters

*groupName* : Storage group name

#### System action

The system terminates processing.

#### System administrator response

Wait until other command processing for this storage group is finished.

---

### swsrp4635

A backup volume is specified as backup destinations for plural database volumes. Backup Volume Name=*volumeName*

#### Explanation

One backup volume is specified as a target backup volume of multiple database volumes.

#### Parameters

*volumeName* : Backup volume name

#### System action

The system terminates processing.

#### System administrator response

Check the contents of the device map file and re-execute.

---

### swsrp4636

Restoration cannot be performed, because the synchronization processing from an original volume to a replica volume is in progress.  
Storage Group Name=*groupName*

#### Explanation

Restoration cannot be performed because synchronous processing is currently being executed.

## Parameters

*groupName* : Storage group name

## System action

The system terminates processing.

## System administrator response

Stop synchronous processing and re-execute.

---

### **swsrp4637**

The "-y" option cannot be specified if all the original and replica volumes exist in the same unit.

## Explanation

The -y option cannot be specified when all original and replica volumes exist in the same box.

## System action

The system terminates processing.

## System administrator response

If all original and replica volumes exist in the same box, execute the command without -y option specified.

---

### **swsrp4638**

The "-m" option cannot be specified if all backup volumes exist in this server.

## Explanation

The -m option cannot be specified when all backup volumes exist on the local server.

## System action

The system terminates processing.

## System administrator response

Re-execute the command without -m option specified.

---

### **swsrp4639**

The "-y" option cannot be specified if synchronization processing is restarted. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

## Explanation

The -y option cannot be specified to restart synchronous processing.

## Parameters

*src VolumeName* : Source volume name

*srcServerName* : Source volume server name

*dst VolumeName* : Destination volume name

*dstServerName* : Destination volume server name

## System action

The system terminates processing.

## System administrator response

Re-execute the command without -y option specified.

---

## swsrp4640

Copy processing is in an error status. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

### Explanation

Copy processing is faulty.

### Parameters

*src VolumeName* : Source volume name  
*srcServerName* : Source volume server name  
*dst VolumeName* : Destination volume name  
*dstServerName* : Destination volume server name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4641

Copy processing is in a HALT status. An error occurred in remote copying. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

### Explanation

Copy processing is in HALT state. An error occurred during remote copying.

### Parameters

*src VolumeName* : Source volume name  
*srcServerName* : Source volume server name  
*dst VolumeName* : Destination volume name  
*dstServerName* : Destination volume server name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4642

Copy processing cannot be cancelled, because it does not exist. Storage Group Name=*groupName*

### Explanation

Termination of copy processing failed because the specified copy processing was not found.

### Parameters

*groupName* : Storage group name

### System action

The system terminates processing.

### System administrator response

Check the copy status and copy direction of the specified volume and re-execute.

---

### swsrp4643

The operational server in Exchange management must be the original server. Original Volume Name=*src VolumeName@srcServerName*, Replica Volume Name=*dst VolumeName@dstServerName*

#### Explanation

The operating server for exchange operation must be an original volume server.

#### Parameters

*src VolumeName* : Source volume name  
*srcServerName* : Source volume server name  
*dst VolumeName* : Destination volume name  
*dstServerName* : Destination volume server name

#### System action

The system terminates processing.

#### System administrator response

Change the definition of replication volume information and re-execute.

---

### swsrp4645

Multiple backup server configuration is not supported. Storage Group Name=*groupName*

#### Explanation

A multiple backup server configuration is not supported.

#### Parameters

*groupName* : Name of the storage group in which an error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the backup server settings.

---

### swsrp4646

The information about the backup server is not registered in replication function. Storage Group Name=*groupName*, Backup Server Name=*serverName*

#### Explanation

Backup server information is not registered in the replication function.

#### Parameters

*groupName* : Name of the storage group in which an error occurred  
*serverName* : Name of the backup server in which an error occurred

#### System action

The system terminates processing.

#### System administrator response

Execute the swsrpsetvol command to register the transaction volume and backup volume that are used for the operation.

---

### swsrp4647

Deleting the disk partitions failed. Error=*errCode*, Disk Name=*diskName*

## Explanation

Disk partitions cannot be deleted.

## Parameters

*errCode* : Error code and the location where an error was detected  
*diskName* : Name of the disk on which an error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4648

An error occurred in VSS processing. Processing Phase=*phase*, Detected API=*api*, Error=*errCode*

## Explanation

An error occurred during VSS processing.

## Parameters

*phase* : Processing phase (processing step) in which an error occurred  
*api* : API in which an error occurred  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

This message is output in the following cases. Take corrective actions that correspond to the respective cases:

- When Exchange Server database backup is being performed in a Windows Server 2008 or later, if the backup fails due to communication timeout error caused by machine load or network load:

For high frequency, edit the VSSHP environment file to change the communication timeout value. Refer to "Notes on communication timeout error of VSSHP" of "Backing up databases" in "Backup and restore of Exchange Server database in Windows Server 2008 or later" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for how to edit the VSSHP environment file.

- When Exchange Server database backup is being performed in a Windows Server 2008 or later, if an error message starting with "STXV" is output in the Windows application log and the backup fails:

If the message starting with "STXV" is output in the Windows application log, corrective action is required on the VSSHP side. Check the event ID output after "STXV" to take corrective action according to the VSSHP manual. Refer to "Messages" in the *ETERNUS VSS Hardware Provider User's Guide* for error message/event ID in VSSHP.

- When Exchange Server database backup is performed while Advanced Copy for Exchange Server database restore is running:

Check the session status using the Web Console or `swsrpstat_exchange` command, wait for the session to complete, and then re-execute.

If nothing falls under the above cases, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4649

The Writer Metadata Document could not be acquired. Exchange Server Name=*serverName*, Storage Group Name=*groupName*



## Explanation

An attempt to obtain the writer metadata document failed.

## Parameters

*serverName* : Name of the Exchange server in which an error occurred

*groupName* : Name of the storage group in which an error occurred

## System action

The system terminates processing.

## System administrator response

Check whether:

- The processing target storage group is mounted.
- The Exchange Information Store service is active.

If the above problems are not found, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4670

The Exchange writer is in error status. Processing Phase=*phase*, Instance ID=*instanceID*, Status=*status*

## Explanation

The Exchange writer failed.

## Parameters

*phase* : Processing phase (processing step) in which an error occurred

*instanceID* : Instance ID of the Exchange writer that failed

*status* : Exchange writer status code

## System action

The system terminates processing.

## System administrator response

- If this error occurs by executing the swsrpvssbackup\_exchange command:

Exchange Server database to be backed up may not be mounted. After mounting the Exchange Server database, re-execute the swsrpvssbackup\_exchange command.

- If this error occurs by executing the swsrpvssrestore\_exchange command:

Check that "Preparation" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* has been executed.

If it has not been executed, it is necessary to restart the Microsoft Exchange Information Store service to recover the Exchange writer status.

Note that clients connected to the Exchange Server may cause unexpected termination or connection termination by restarting the Microsoft Exchange Information Store service.

In consultation with your Exchange administrator, restart the Microsoft Exchange Information Store service.

- If this error occurs by executing the Backup Execute Script of the Backup Wizard:

Exchange Server database to be backed up may not be mounted. After mounting the Exchange Server database, re-execute the Backup Execution Script.

If the above does not apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4671

The writer status could not be acquired. Processing Phase=*phase*

### Explanation

An attempt to obtain writer status information failed.

### Parameters

*phase* : Processing phase (processing step) in which an error occurred

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4672

There is a problem about consistency of backup data. CMD=*command*, EXIT CODE=*exitCode*

### Explanation

Backup data has a consistency problem.

### Parameters

*command* : Command character string of the ESEUTIL command that caused an error  
*exitCode* : Return code of the ESEUTIL command

### System action

The system terminates processing.

### System administrator response

- If this message is displayed when the swsrpvssbackup\_exchange command is executed:

It is possible that the path to the database file to be backed up or the path to the directory in which to store log files is too long. Refer to the following section in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to properly reset the path to the database file to be backed up or the path to the directory in which to store log files.

- For Windows Server 2003:  
"Operation Design" in "Backup and restore of Exchange database in Windows Server 2003"
- For Windows Server 2008 or later:  
"Operation Design" in "Backup and restore of Exchange Server database in Windows Server 2008 or later"
- In all other cases:

The copy source file may be damaged. Check and recover the database condition while referring to the *Exchange Server 2003 Error Recovery Guide*.

---

## swsrp4673

Conversion to an AdvancedCopy Manager volume name failed. Volume Name=*volumeName*

### Explanation

Conversion to an AdvancedCopy Manager volume name failed.

### Parameters

*volumeName* : Name of the Windows volume (\\?\Volume{GUID}\) in which an error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4674**

Conversion to a Windows volume name failed. Volume Name=*volumeName*

## Explanation

Conversion to a Windows volume name failed.

## Parameters

*volumeName*: Name of the AdvancedCopy Manager volume (gXdYpZ) in which an error occurred

## System action

The system terminates processing.

## System administrator response

This message is output in the circumstances shown below. Take the action that suits the circumstance.

- In Windows Server 2008 or later, if the target disk was offline when the Exchange Server associated command was executed:  
Use the disk management window and the DISKPART tool to change the disk status to online.
- If the swsrpvssbackup\_exchange command was executed for a volume that contains shadow copies of a different storage group or a database or if the swsrpshadowadm\_exchange command was executed for a disk where the partition configuration has been changed since the initial backup:

Refer to "Operation design" and "Changing the configuration" under "Exchange database backup and restore" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* and check that the configuration is correct.

If the above does not apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4675**

Conversion to a Windows volume name failed. Path=*pathName*

## Explanation

Conversion to a Windows volume name failed.

## Parameters

*pathName*: Path (drive letter or mount point) on which an error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4676**

Restore cannot be run. This is because the content of Metadata Documents is invalid. Exchange Server Name=*serverName*, Storage Group Name=*groupName*

## Explanation

Restoration cannot be performed because the metadata document contains invalid data.

## Parameters

*serverName* : Name of the Exchange server on which an error occurred

*groupName* : Name of the storage group in which an error occurred

## System action

The system terminates processing.

## System administrator response

Confirm that a valid metadata document is allocated to the backup server, and re-execute the command.

If you still have a problem, collect the backup component documents prepared for the backup server, writer metadata documents. Then, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp4677

Restoring files failed. CMD=*command*

## Explanation

Files could not be restored.

## Parameters

*command* : Command character string of the replication creation command that caused an error

## System action

The system terminates processing.

## System administrator response

Take action according to the contents of the message output immediately before this message, and re-execute the command.

---

## swsrp4678

The information of the copyset could not be acquired. Source Disk Name=*diskName*

## Explanation

Copyset information could not be obtained.

## Parameters

*diskName* : Name of the source disk on which an error occurred

## System action

The system terminates processing.

## System administrator response

Register the copyset information of the disk on which an error occurred.

---

## swsrp4679

An error occurred in shadow copy import processing.

## Explanation

An error occurred during shadow copy import processing.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4680**

There is no backup file. Exchange Server Name=*serverName*, Storage Group Name=*groupName*, File Name=*fileName*

## Explanation

The backup file is not found.

## Parameters

*serverName* : Name of the Exchange server on which an error occurred

*groupName* : Name of the storage group in which an error occurred (for Exchange Server 2003 or Exchange Server 2007), or the database name in which an error occurred (for Exchange Server 2010 or Exchange Server 2013)

*fileName* : Name of the file that was not found

## System action

The system terminates processing.

## System administrator response

Check whether a backup file exists in the backup volume.

---

### **swsrp4681**

COM library could not be initialized.

## Explanation

The COM library initialization failed.

## System action

The system terminates processing.

## System administrator response

The shortage of a memory or a fatal error is likely to be the cause. When the shortage of a memory is the cause, terminate any other applications, and re-execute. If this is not the cause, check the environment of Windows, and re-execute.

---

### **swsrp4682**

This version of ETERNUS provider is not supported. Version=*versionNumber*

## Explanation

This version of ETERNUS provider is not supported in this environment and cannot be used.

## Parameters

*versionNumber* : ETERNUS provider version

## System action

The system terminates processing.

## System administrator response

Obtain the version of the ETERNUS provider being used.

Compatibility can be checked by executing "vssadmin list providers" from the command prompt.

---

### swsrp4683

The copy types of the copy sets in which the storage group is stored must be the same. Storage Group Name=*groupName*

#### Explanation

The copy types of the copy sets in which the storage group is stored must be the same.

#### Parameters

*groupName* : Name of the storage group where the error occurred

#### System action

The system terminates processing.

#### System administrator response

Correct the copyset information so that the copy types are the same.

---

### swsrp4684

The execution state of advanced copy could not be acquired. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*, Detail=*errCode*

#### Explanation

The execution state of advanced copy could not be acquired.

#### Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*dstDiskName* : Name of the copy destination disk where the error occurred

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take the corrective action shown in *errCode*.

---

### swsrp4685

The backup could not be executed because an equivalency maintenance status was not reached. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*

#### Explanation

The backup could not be executed because an equivalency maintenance state has not been reached.

#### Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*dstDiskName* : Name of the copy destination disk where the error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the status of synchronous process, and re-execute the command.

---

### swsrp4686

The operation could not be executed because the copy type of the copyset is not EC. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*

## Explanation

The operation could not be executed because the copy type of the copyset is not EC.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*dstDiskName* : Name of the copy destination disk where the error occurred

## System action

The system terminates processing.

## System administrator response

Change the copy type of the copy set to EC and re-execute the command.

---

## **swsrp4687**

The copy processing is in the state of HALT. The error occurred with a remote copy. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*

## Explanation

The copy processing is in HALT state. The error occurred with a remote copy.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*dstDiskName* : Name of the copy destination disk where the error occurred

## System action

The system terminates processing.

## System administrator response

This is a hardware error. Eliminate the cause of the hardware problem.

---

## **swsrp4688**

There is no Synchronization process that can be stopped. Storage Group Name=*groupName*

## Explanation

There is no synchronization processing that can be stopped.

## Parameters

*groupName* : Name of the storage group where the error occurred

## System action

The system terminates processing.

## System administrator response

Check the copy status of the specified storage group, and re-execute the command.

---

## **swsrp4689**

Synchronization process to forcibly suspend does not exist. Storage Group Name=*groupName*

## Explanation

Synchronization processing cannot be forcibly suspended.

## Parameters

*groupName* : Name of the storage group where the error occurred

## System action

The system terminates processing.

## System administrator response

Synchronization processing can only be forcibly suspended when the value in **Status** column displayed by the `swsrpshadowadm_exchange` command corresponds to one of the copy statuses shown in parentheses below:

- Synchronization processing is undergoing total copy or differential copy ("sync")
- Synchronization processing is in an equivalency maintenance state ("equivalent")
- Synchronization is in hardware suspend state ("halt(sync)" or "halt(equivalent)")

Check the copy status of the specified storage group, and re-execute the command.

---

### swsrp4690

The advanced copy function cannot be used. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*, Error=*errCode*, SK/ASC/ASCQ=*sense*

## Explanation

The advanced copy function cannot be used.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred  
*dstDiskName* : Name of the copy destination disk where the error occurred  
*errCode* : Error code returned by the provider  
*sense* : Sense data

## System action

The system terminates processing.

## System administrator response

Take the corrective action shown in *errCode*.

---

### swsrp4691

An error occurred in copy processing. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*, Error=*errMessage*

## Explanation

An error occurred in copy processing.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred  
*dstDiskName* : Name of the copy destination disk where the error occurred  
*errMessage* : Error message returned by the provider

## System action

The system terminates processing.

## System administrator response

Take the corrective action shown in *errMessage*.

---

### swsrp4692

The information of the copyset could not be acquired. Source Disk Name=*srcDiskName*, Copyset Group Name=*groupName*



## Explanation

Copyset information could not be acquired.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*groupName* : Name of the copyset group where the error occurred

## System action

The system terminates processing.

## System administrator response

Register copyset information for the disk where the error occurred.

---

## swsrp4693

A physical copy cannot be stopped because a shadow copy exists. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*

## Explanation

A physical copy cannot be stopped because there is a shadow copy.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*dstDiskName* : Name of the copy destination disk where the error occurred

## System action

The system terminates processing.

## System administrator response

Re-execute the command after the physical copy completes or after the shadow copy has been deleted.

---

## swsrp4694

There is no QuickOPC process that can be stopped. Storage Group Name=*groupName*

## Explanation

There is no QuickOPC process that can be stopped.

## Parameters

*groupName* : Name of the storage group where the error occurred

## System action

The system terminates processing.

## System administrator response

Check the copy status of the specified storage group, and re-execute the command.

---

## swsrp4700

No shadow copy exists to be deleted.

## Explanation

The shadow copy to be deleted cannot be found.

## System action

The system terminates processing.

## System administrator response

The shadow copy to be deleted cannot be found. Check that the options and parameters specified in the command are valid.

---

### **swsrp4705**

An error occurred in copy processing. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*, Error=*errMessage*

## Explanation

An error occurred in the copy processing.

## Parameters

*srcDiskName* : Name of copy source disk for which the error occurred

*dstDiskName* : Name of copy destination disk for which the error occurred

*errMessage* : Error message returned by the ETERNUS VSS Hardware Provider

## System action

The system terminates processing.

## System administrator response

Take the corrective action shown in *errMessage*.

---

### **swsrp4706**

This version of ETERNUS VSS Hardware Provider is not supported. Version=*versionNumber*

## Explanation

This version of ETERNUS VSS Hardware Provider cannot be used.

## Parameters

*versionNumber* : ETERNUS VSS Hardware Provider version

## System action

The system terminates processing.

## System administrator response

Check the version of ETERNUS VSS Hardware Provider being used.

Execute "vssadmin list providers" at the command prompt to check the version of the ETERNUS VSS Hardware Provider.

---

### **swsrp4707**

The information of the copyset could not be acquired. Source Disk Name=*srcDiskName*

## Explanation

The copyset information could not be obtained.

## Parameters

*srcDiskName* : Name of copy source disk for which the error occurred

## System action

The system terminates processing.

## System administrator response

Register the copyset information of the disk for which the error occurred.

---

### swsrp4708

The VSSHP command could not be started. VSSHP Command Name=*commandName*

#### Explanation

The ETERNUS VSS Hardware Provider command startup failed.

#### Parameters

*commandName* : ETERNUS VSS Hardware Provider command name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp4709

An Error occurred in executing the VSSHP command. VSSHP Command Name=*commandName*

#### Explanation

The execution results of the ETERNUS VSS Hardware Provider command are invalid.

#### Parameters

*commandName* : ETERNUS VSS Hardware Provider command name

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp4711

Rollforward cannot be done since both the log files and database files exist on the same device for the database: *dbName*.

#### Explanation

The log file in the database exists on the same device as the database file.

If the log file exists on the same device as the database file, restoration in Roll forward mode cannot be executed because the log file restored as a result of restoration overwrites the latest log file (the original data is lost).

#### Parameters

*dbName* : Database name

#### System action

The system terminates processing.

#### System administrator response

Execute the `swsrpvssrestore_exchange` command with the `-point` option (point-in-time mode) specified.

If restoration is to be performed in Roll forward mode in the future, allocate a log file to a device different from that for the database.

---

### swsrp4712

The registered database information for the database: *dbName* does not exist.

## Explanation

Database information is not registered.

## Parameters

*dbName* : Database name

## System action

The system terminates processing.

## System administrator response

- If this message is displayed when you specify both `-delete` and `-dbname` options with the `swsrpdbinfo_exchange` command:  
Check whether the specified database name is correct.
- If this message is displayed when a command other than the above is executed:  
Execute the `swsrpdbinfo_exchange` command to register database information.

---

## swsrp4713

The information about the database: *dbName* has changed since last registered information.

## Explanation

Database configuration information has been changed.

## Parameters

*dbName* : Database name

## System action

The system terminates processing.

## System administrator response

Execute the `swsrpdbinfo_exchange` command to register the latest database information.

---

## swsrp4715

Roll forward restore cannot continue because of the problems in log files for the database: *dbName*.

## Explanation

Roll forward restoration cannot be continued because a problem occurred in the log file.

## Parameters

*dbName* : Database name

## System action

The system terminates processing.

## System administrator response

Execute the exchange command "ESEUTIL /ML *Enn*" (*nn* is a database number) while the database is dismounted. Check the error information displayed and take appropriate corrective action.

---

## swsrp4716

Specified database is in use by other processings. Database Name=*dbName*

## Explanation

The specified database is being used for other processing.

## Parameters

*dbName* : Database name

## System action

The system terminates processing.

## System administrator response

Wait until other processing for the specified database is finished.

---

### **swsrp4717**

Multiple backup server configuration is not supported. Database Name=*dbName*

## Explanation

A multiple backup server configuration is not supported.

## Parameters

*dbName* : Name of the database in which an error occurred

## System action

The system terminates processing.

## System administrator response

Check the backup server settings.

---

### **swsrp4718**

The information about the backup server is not registered in replication function. Database Name=*dbName*, Backup Server Name=*serverName*

## Explanation

Backup server information is not registered in the replication function.

## Parameters

*dbName* : Name of the database in which an error occurred

*serverName* : Name of the backup server in which an error occurred

## System action

The system terminates processing.

## System administrator response

Execute the swsrpsetvol command to register the transaction volume and backup volume that are used for the operation.

---

### **swsrp4719**

The Writer Metadata Document could not be acquired. Exchange Server Name=*serverName*, Database Name=*dbName*

## Explanation

An attempt to obtain the writer metadata document failed.

## Parameters

*serverName* : Name of the Exchange server in which an error occurred

*dbName* : Name of the database in which an error occurred

## System action

The system terminates processing.

## System administrator response

Check whether:

- The processing target database is mounted.
- The Exchange Information Store service is active.

If the above problems are not found, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp4720

Restore cannot be run. This is because the content of Metadata Documents is invalid. Exchange Server Name=*serverName*, Database Name=*dbName*

## Explanation

Restoration cannot be performed because the metadata document contains invalid data.

## Parameters

*serverName* : Name of the Exchange server in which an error occurred

*dbName* : Name of the database in which an error occurred

## System action

The system terminates processing.

## System administrator response

Confirm that a valid metadata document is allocated to the backup server and re-execute the command.

If the problem cannot be solved, collect the backup component documents prepared for the backup server, writer metadata documents. Then, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp4722

The copy types of the copysets in which the database is stored must be the same. Database Name=*dbName*

## Explanation

The copy types of the copy sets in which the database is stored must be the same.

## Parameters

*dbName* : Name of the database in which an error occurred

## System action

The system terminates processing.

## System administrator response

Correct the copyset information so that the copy types are the same.

---

### swsrp4723

There is no QuickOPC process that can be stopped. Database Name=*dbName*

## Explanation

There is no QuickOPC process that can be stopped.

## Parameters

*dbName* : Name of the database in which an error occurred

### System action

The system terminates processing.

### System administrator response

Check the copy status of the specified database, and re-execute the command.

---

### **swsrp4724**

Any Exchange database information is not registered.

### Explanation

No database information is registered.

### System action

The system terminates processing.

### System administrator response

This message appears in the following cases.

- Initial setup for database information has not been executed.
- Operations to display Exchange Server database information have been performed after the swsrpdbinfo\_exchange command has been executed with the -clean or -delete option specified.

Database information must be registered when performing the Exchange Server database backup/restore. Refer to the following sections in "Backup and Restore of Exchange Server Databases" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* to confirm that the correct environment has been selected, and re-execute.

- "Preparation" in "Backup and restore of Exchange database in Windows Server 2003"
  - "Preparation" in "Backup and restore of Exchange Server database in Windows Server 2008 or later"
- 

### **swsrp4901**

Internal Error. System returned failure.

### Explanation

An internal error occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4902**

Internal Error. Exchange operation has failed.

### Explanation

Exchange Server operation failed.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4903**

Internal Error. Query for exchange information has failed.

#### **Explanation**

Exchange information could not be referenced.

#### **System action**

The system terminates processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4904**

Internal error. Accessing registered information has failed.

#### **Explanation**

The registration information of the storage group or database could not be accessed.

#### **System action**

The system terminates processing.

#### **System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp4906**

Internal Error. Insufficient memory.

#### **Explanation**

The system has run short of memory.

#### **System action**

The system terminates processing.

#### **System administrator response**

Increase the system memory capacity.

A memory leak may have occurred. Check the memory usage.

---

### **swsrp5201**

No shadow copy exists to be displayed.

#### **Explanation**

No shadow copy exists to be displayed.

#### **System action**

The system terminates processing.

#### **System administrator response**

No response is required because this is an informational message only.



---

### swsrp5202

A drive letter or a mount point has not been assigned to the backup volume for some reason. Backup Volume Name=*volumeName*, Mount Point=*mountPoint*, Reason=*reason*

#### Explanation

A drive letter or a mount point has not been assigned to the backup volume for some reason.

#### Parameters

*volumeName* : Name of AdvancedCopy Manager volume to which a drive letter or mount point was not assigned.

*mountPoint* : Drive letter or mount point to be assigned

*reason* : Reason a drive letter or mount point was not assigned

#### System action

The system continues processing.

#### System administrator response

Carry out the corrective action for the cause shown in *reason*.

Because backup processing itself became successful, assign a drive letter or a mount point manually if needed.

---

### swsrp5203

The operation was cancelled by the user.

#### Explanation

The operation was cancelled by the user.

#### System action

The system terminates processing.

#### System administrator response

No response is required.

---

### swsrp5204

The processing for PreRestore event has been completed.

#### Explanation

The processing for PreRestore event has been completed.

#### System action

The system continues processing.

#### System administrator response

No response is required because this is an informational message only.

---

### swsrp5205

Restore the following files.

#### Explanation

Restore the following files.

#### System action

The system continues processing.

## System administrator response

Manually restore the files displayed just after this message.

---

### swsrp5206

Press 'Y' key to continue when restoration is completed. If you are to cancel restoration, press 'Q' key.

## Explanation

Press 'Y' key to continue when restoration is completed. If you are to cancel restoration, press 'Q' key.

## System action

The system continues processing.

## System administrator response

Press 'Y' key after file restoration has been completed.  
If you are to cancel the restoration processing, press 'Q' key.

---

### swsrp5207

The following files have not been restored yet.

## Explanation

The following files have not been restored yet.

## System action

The system continues processing.

## System administrator response

Manually restore the files displayed just after this message.

---

### swsrp5208

The processing for PostRestore event is performed.

## Explanation

The processing for PostRestore event is performed.

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### swsrp5209

This component is included in the backup target. Component Name=*componentName*

## Explanation

This component is included in the backup target.

## Parameters

*componentName* : Component name

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### **swsrp5210**

This component is excluded from the backup target. Component Name=*componentName*

## Explanation

This component is excluded from the backup target.

## Parameters

*componentName* : Component name

## System action

The system continues processing.

## System administrator response

No response is required because this is an informational message only.

---

### **swsrp5601**

The specified server is not registered with the replication management function. Server Name=*serverName*

## Explanation

The specified server is not registered with the replication management function.

## Parameters

*serverName* : Server name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Execute the `swsrpsetvol` command to register the transaction volume and backup volume that are used for the operation. Refer to "swsrpsetvol (Replication volume information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### **swsrp5602**

You are not authorized to run this command.

## Explanation

You are not authorized to run this command.

## System action

The system terminates processing.

## System administrator response

Re-execute processing with administrators authority.

---

### **swsrp5603**

The number of arguments is insufficient.

## Explanation

The number of arguments is insufficient.

### System action

The system terminates processing.

### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### **swsrp5604**

An incorrect command was specified. Command=*command*

### Explanation

An incorrect command was specified.

### Parameters

*command*: Command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### **swsrp5605**

An incorrect option was specified. Option=*option*

### Explanation

An incorrect option was specified.

### Parameters

*option*: Option in which the error occurred

### System action

The system terminates processing.

### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### **swsrp5606**

An argument is required for this option. Option=*option*

### Explanation

An argument is required for this option.

### Parameters

*option*: Option in which the error occurred

### System action

The system terminates processing.

### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### swsrp5607

The option *option* is mandatory.

#### Explanation

The mandatory option is not specified.

#### Parameters

*option* : Option in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### swsrp5608

One of the following options must be specified. Options=*optionList*

#### Explanation

One of the following options must be specified.

#### Parameters

*optionList* : Option list in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Check the usage of the command and re-execute with the correct option.

---

### swsrp5609

The specified component set name does not follow the naming convention for a component set.

#### Explanation

The specified component set name does not follow the naming convention for a component set.

#### System action

The system terminates processing.

#### System administrator response

Specify a component set name following the naming convention.

---

### swsrp5610

This command cannot be run. This is because the resource backup command or resource restore command is running.

#### Explanation

This command cannot be run. This is because the swsrpvrq resource backup command or swsrpvrq resource restore command is running.

#### System action

The system terminates processing.

## System administrator response

Wait until the swsrpvq resource backup command or the swsrpvq resource restore command terminates. Then, re-execute processing.

---

### swsrp5611

This command cannot be run. This is because another command is running.

## Explanation

This command cannot be run. This is because another command is running.

## System action

The system terminates processing.

## System administrator response

Wait until processing for another command terminates, and re-execute processing.

---

### swsrp5612

The component set information cannot be referred. This is because another command is referring or updating it. Component Set Name=*componentSetName*

## Explanation

The component set information cannot be referred. This is because another command is referring or updating it.

## Parameters

*componentSetName* : Component set name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Wait for completion of processing regarding this component set by other commands.

---

### swsrp5613

The component set information cannot be updated. This is because another command is referring or updating it. Component Set Name=*componentSetName*

## Explanation

The component set information cannot be updated. This is because another command is referring or updating it.

## Parameters

*componentSetName* : Component set name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Wait for completion of processing regarding this component set by other commands.

---

### swsrp5614

The specified component set already exists. Component Set Name=*componentSetName*

## Explanation

The specified component set already exists.

## Parameters

*componentSetName* : Component set name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check that the parameter is correct and re-execute the command.

To re-create the component set, execute the `swsrpvq componentset create` command after removing it by the `swsrpvq componentset remove` command. Refer to the following manuals for information on the commands:

"`swsrpvq componentset create` (Component set creation command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swsrpvq componentset remove` (Component set remove command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If the error still occurs, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp5615

The specified component set does not exist. Component Set Name=*componentSetName*

## Explanation

The specified component set does not exist.

## Parameters

*componentSetName* : Component set name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check that the parameter is correct and re-execute the command.

---

## swsrp5616

Any component set does not exist.

## Explanation

Any component set does not exist.

## System action

The system terminates processing.

## System administrator response

Create at least one component set.

---

## swsrp5617

This command cannot be run. This is because the component is in use. Component Name=*componentName*

## Explanation

This command cannot be run. This is because the component is in use.

## Parameters

*componentName* : Component name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Wait for completion of processing regarding this component by other commands.

---

### swsrp5618

The specified component does not exist in writer metadata. Component Name=*componentName*

## Explanation

The specified component does not exist in writer metadata.

## Parameters

*componentName* : Component name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check whether if either of the following is true:

- The component set name specified for the command is correct.
- The VSS writer owning the component is active.

If the above does not apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp5619

The specified component has already been registered. Component Set Name=*componentSetName*, Writer Name=*writerName*, Component Name=*componentName*

## Explanation

The specified component has already been registered.

## Parameters

*componentSetName* : Component set name in which the error occurred

*writerName* : Writer name in which the error occurred

*componentName* : Component name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check that the specified component set name and the specified component name are correct. Then, re-execute the command.

---

### swsrp5620

It failed to get volume information. File Name=*fileName*, Reason=*reason*

## Explanation

It failed to get volume information.



## Parameters

*fileName* : File name in which the error occurred  
*reason* : Reason in which the error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp5621

The specified component is not registered. Component Set Name=*componentSetName*, Component Name=*componentName*

## Explanation

The specified component is not registered.

## Parameters

*componentSetName* : Component set name  
*componentName* : Component name

## System action

The system terminates processing.

## System administrator response

Check that the specified component set name and the specified component name are correct. Then, re-execute the command.

---

## swsrp5622

The target components do not exist. Component Set Name=*componentSetName*

## Explanation

The target components do not exist.

## Parameters

*componentSetName* : Component set name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Check that there is at least one target component, and re-execute the command.

---

## swsrp5623

The configuration information of a component has changed since it was registered. Component Set Name=*componentSetName*, Writer Name=*writerName*, Component Name=*componentName*

## Explanation

The configuration information of a component has changed since it was registered.

## Parameters

*componentSetName* : Component set name in which the error occurred  
*writerName* : Writer name in which the error occurred  
*componentName* : Component name in which the error occurred

### System action

The system terminates processing.

### System administrator response

To re-create the component set, execute the `swsrpvq componentset create` command after removing it by the `swsrpvq componentset remove` command. Refer to the following manuals for information on the commands:

"`swsrpvq componentset create (Component set creation command)`" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*  
"`swsrpvq componentset remove (Component set remove command)`" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp5624

The copy types of the copy sets in which the component set is stored must be the same. Component Set Name=*componentSetName*

### Explanation

The copy types of the copy sets in which the component set is stored must be the same.

### Parameters

*componentSetName* : Component set name

### System action

The system terminates processing.

### System administrator response

Correct the copyset information so that the copy types are the same.

---

### swsrp5625

The copy type defined for a copy set is not supported. Component Set Name=*componentSetName*

### Explanation

The copy type defined for a copy set is not supported.

### Parameters

*componentSetName* : Component set name in which the error occurred

### System action

The system terminates processing.

### System administrator response

Correct the copyset information so that the copy type is OPC or QuickOPC.

---

### swsrp5626

Backup to multiple backup servers cannot be performed. Component Set Name=*componentSetName*

### Explanation

Backup to multiple backup servers cannot be performed.

### Parameters

*componentSetName* : Component set name in which the error occurred

### System action

The system terminates processing.

### System administrator response

Check the backup server settings.

---

## swsrp5627

There is an error in the content of the component list file.

### Explanation

There is an error in the content of the component list file.

### System action

The system terminates processing.

### System administrator response

Check whether if either of the following is true:

- The file is empty.
- The same component appears multiple times in the file.

If the above does not apply, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp5630

Component information to be restored does not exist in the Backup Component Document. Component Set Name=*componentSetName*

### Explanation

Component information to be restored does not exist in the Backup Component Document.

### Parameters

*componentSetName* : Component set name in which the error occurred

### System action

The system terminates processing.

### System administrator response

Confirm whether a valid Backup Component Document is stored in the save directory of metadata documents, and re-execute the command.

If you still have a problem, collect the Backup Component Document and Writer Metadata Document stored in the save directory of metadata documents. Then, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp5631

Component information to be restored does not exist in the Writer Metadata Document. Component Set Name=*componentSetName*, Component Name=*componentName*

### Explanation

Component information to be restored does not exist in the Writer Metadata Document.

### Parameters

*componentSetName* : Component set name in which the error occurred

*componentName* : Component name in which the error occurred

### System action

The system terminates processing.

## System administrator response

Confirm whether a valid Writer Metadata Document is stored in the save directory of metadata documents, and re-execute the command.

If you still have a problem, collect the Backup Component Document and Writer Metadata Document stored in the save directory of metadata documents. Then, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp5632**

No shadow copy exists to be deleted.

#### Explanation

No shadow copy exists to be deleted.

#### System action

The system terminates processing.

## System administrator response

Check that the options and parameters specified in the command are valid.

---

### **swsrp5633**

Backup destination directory does not exist. Directory Name=*dirName*

#### Explanation

Backup destination directory does not exist.

#### Parameters

*dirName* : Directory name in which the error occurred

#### System action

The system terminates processing.

## System administrator response

Confirm that the backup directory exists, and re-execute processing.

---

### **swsrp5634**

Data to be backed up does not exist.

#### Explanation

Data to be backed up does not exist.

#### System action

The system terminates processing.

## System administrator response

Check whether the VSS backup function for Hyper-V is used.

If it is not used, it is unnecessary to run this command.

---

### **swsrp5635**

Backup destination directory is not empty. Directory Name=*dirName*

#### Explanation

Backup destination directory is not empty.

## Parameters

*dirName* : Directory name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Confirm that the backup directory is empty, and re-execute processing.

---

## **swsrp5636**

Backup destination directory is empty. Directory Name=*dirName*

## Explanation

Backup destination directory is empty.

## Parameters

*dirName* : Directory name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Confirm that the backup directory is valid, and re-execute processing.

---

## **swsrp5637**

COM library could not be initialized.

## Explanation

COM library could not be initialized.

## System action

The system terminates processing.

## System administrator response

The shortage of a memory or a fatal error is likely to be the cause.

When the shortage of a memory is the cause, terminate any other applications, and re-execute.

If this is not the cause, check the environment of Windows, and re-execute.

---

## **swsrp5638**

An error occurred in VSS processing. Processing Phase=*phase*, Detected API=*api*, Error=*errCode*

## Explanation

An error occurred in VSS processing.

## Parameters

*phase* : Processing phase (processing step) in which an error occurred

*api* : API in which an error occurred

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp5639

An error occurred in shadow copy import processing.

#### Explanation

An error occurred in shadow copy import processing.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp5640

The VSS writer is in error status. Processing Phase=*phase*, Instance ID=*instanceID*, Status=*status*

#### Explanation

The VSS writer is in error state.

#### Parameters

*phase* : Processing phase (processing step) in which an error occurred

*instanceID* : Instance ID of the Exchange writer that failed

*status* : Exchange writer status code

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp5641

The writer status could not be acquired. Processing Phase=*phase*

#### Explanation

The writer status could not be acquired.

#### Parameters

*phase* : Processing phase (processing step) in which an error occurred

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swsrp5642

Conversion to an AdvancedCopy Manager volume name failed. Volume Name=*volumeName*

## Explanation

Conversion to an AdvancedCopy Manager volume name failed.

## Parameters

*volumeName* : Name of the volume in which an error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp5643

Conversion to a Windows volume name failed. Volume Name=*volumeName*

## Explanation

Conversion to a Windows volume name failed.

## Parameters

*volumeName* : Name of the AdvancedCopy Manager volume in which an error occurred

## System action

The system terminates processing.

## System administrator response

This message is output in the circumstances shown below. Take the action that suits the circumstance.

- If there are no partition in the target disk:

    Create a partition.

- If the target disk was offline:

    Use the disk management window and the DISKPART tool to change the disk status to online.

- If the above does not apply:

    Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
    "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swsrp5644

The execution state of advanced copy could not be acquired. Source Disk Name=*srcDiskName*, Destination Disk Name=*dstDiskName*, Detail=*errCode*

## Explanation

The execution state of advanced copy could not be acquired.

## Parameters

*srcDiskName* : Name of the copy source disk where the error occurred

*dstDiskName* : Name of the copy destination disk where the error occurred

*errCode* :Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take the corrective action shown in *errCode*.

---

### **swsrp5901**

An error occurred when the component set definition file was being created. Component Set Name=*componentSetName*

#### Explanation

An error occurred when the component set definition file was being created.

#### Parameters

*componentSetName* : Component set name in which the error occurred

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp5902**

The component set definition file is broken. File Name=*fileName*

#### Explanation

The component set definition file is broken.

#### Parameters

*fileName* : File name

#### System action

The system terminates processing.

#### System administrator response

To re-create the component set, execute the `swsrpvrc componentset create` command after removing it by the `swsrpvrc componentset remove` command. Refer to the following manuals for information on the commands:

"`swsrpvrc componentset create` (Component set creation command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swsrpvrc componentset remove` (Component set remove command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If the error still occurs, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### **swsrp8901**

This command arguments are incorrect.

#### Explanation

This command arguments are incorrect.

#### System action

The system terminates processing.

#### System administrator response

Do not execute this command. Execute the `cluster unsetup` command to unsetup the cluster setting.



Specify the correct argument to the command, if the cluster setup has been done by the method of "Solaris/Linux/HP-UX version cluster setup" in the *ETERNUS SF Cluster Environment Setup Guide*.

---

### **swsrp8902**

Failed to open the cluster environment setting file. Filename=*fileName*

#### **Explanation**

The cluster environment setting file (clsetup.ini) could not be opened.

#### **Parameters**

*fileName* : File name

#### **System action**

The system terminates processing.

#### **System administrator response**

Check for the presence of the file and the access permission. Then, re-execute the command.

---

### **swsrp8903**

Failed to read the cluster environment setting file. Filename=*fileName*, Section=*sectionName*, Key=*keyName*

#### **Explanation**

The cluster environment setting file (clsetup.ini) could not be read.

#### **Parameters**

*fileName* : File name

*sectionName* : Section name

*keyName* : Key name

#### **System action**

The system terminates processing.

#### **System administrator response**

Check the access permission and the accuracy of the file data. Then, re-execute the command.

---

### **swsrp8904**

Failed to open the registry. Registry=*registry*, Key=*keyName*, Error=*errCode*

#### **Explanation**

The registry could not be opened.

#### **Parameters**

*registry* : Registry

*keyName* : Key name

*errCode* : Error code

#### **System action**

The system terminates processing.

#### **System administrator response**

Recover registry information by using the OS standard function.

---

### swsrp8905

Failed to read the registry. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

#### Explanation

The registry could not be read.

#### Parameters

*registry* : Registry  
*keyName* : Key name  
*value* : Value name  
*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Recover registry information by using the OS standard function.

---

### swsrp8906

Failed to open the cluster setting definition file. Filename=*fileName*

#### Explanation

The cluster setting define file could not be opened.

#### Parameters

*fileName* : File name

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the cluster setting definition file shown in *fileName* and the access permission. Then, re-execute the command.

---

### swsrp8907

Failed to read the cluster setting definition file. Filename=*fileName*, Line=*lineNumber*, Value=*value*

#### Explanation

The cluster setting definition file could not be read.

#### Parameters

*fileName* : File name  
*lineNumber* : Line number  
*value* : Data

#### System action

The system terminates processing.

#### System administrator response

The cluster setting definition file shown in *fileName* may be corrupt. Replace the cluster setting definition file with the file that was originally installed, and re-execute the command.

---

### swsrp8908

The directory does not exist. Directory=*dirName*

### Explanation

The directory could not be found.

### Parameters

*dirName* : Directory name

### System action

The system terminates processing.

### System administrator response

Check for the presence of the directory and the access permission. Then, re-execute the command.

---

## **swsrp8909**

Failed to copy the directory. Source Directory=*srcDirName*, Target Directory=*dstDirName*

### Explanation

The directory could not be copied.

### Parameters

*srcDirName* : Source directory for copying

*dstDirName* : Destination directory for copying

### System action

The system terminates processing.

### System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

## **swsrp8910**

Failed to delete the directory. Directory=*dirName*

### Explanation

The directory could not be deleted.

### Parameters

*dirName* : Directory name

### System action

The system terminates processing.

### System administrator response

Check for the presence of the directory and the access permission. Then, re-execute the command.

---

## **swsrp8911**

Failed to move the directory. Source Directory=*srcDirName*, Target Directory=*dstDirName*

### Explanation

The file could not be moved.

### Parameters

*srcDirName* : Source directory for moving

*dstDirName* : Destination directory for moving

### System action

The system terminates processing.

### System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

### **swsrp8912**

Failed to create a directory. Directory=*dirName*

### Explanation

The directory could not be created.

### Parameters

*dirName* : Directory name

### System action

The system terminates processing.

### System administrator response

Check the access permission and the free disk space. Then, re-execute the command.

---

### **swsrp8913**

Failed to copy the file. Source Filename=*srcFileName*, Target Filename=*dstFileName*

### Explanation

The file could not be copied.

### Parameters

*srcFileName* : Source file for copying

*dstFileName* : Destination file for copying

### System action

The system terminates processing.

### System administrator response

Check for the presence of the file and the access permission. Then, re-execute the command.

---

### **swsrp8914**

Failed to delete the file. Filename=*fileName*

### Explanation

The file could not be deleted.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Check for the presence of the file and the access permission. Then, re-execute the command.

---

### swsrp8915

Failed to move the file. Source Filename=*srcFileName*, Target Filename=*dstFileName*

#### Explanation

The file could not be moved.

#### Parameters

*srcFileName* : Source file for moving

*dstFileName* : Destination file for moving

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

### swsrp8916

Failed to create a link. Source Path=*srcPathName*, Target Path=*dstPathName*

#### Explanation

The link could not be created.

#### Parameters

*srcPathName* : Link source

*dstPathName* : Link destination

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

### swsrp8917

The command could not be called or the command failed. Command Line=*commandLine*

#### Explanation

The command could not be executed or command failed.

#### Parameters

*commandLine* : Command line

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the command shown in *commandLine*.

## Chapter 15 Messages of swst prefix

---

### swst0301

Backup Synchronization processing is already in progress. Device Name=*deviceName*

#### Explanation

Backup synchronization processing is currently executing for the specified transaction volume.

#### Parameters

*deviceName* : Device name

#### System administrator response

No response is required to this informational message.

---

### swst0302

Backup Synchronization processing is already in progress. Loggroup Name=*logGroupName*

#### Explanation

Backup synchronization processing is currently executing for the specified log group.

#### Parameters

*logGroupName* : Log group name

#### System administrator response

No response is required to this informational message.

---

### swst0303

Restore for the specified Restore Device Name is not being executed. Device Name=*deviceName*

#### Explanation

No restoration has been performed for the specified restoration destination device.

#### Parameters

*deviceName* : Transaction volume name

#### System administrator response

No response is required if the specified restoration destination device name is correct. This is equivalent to the transaction volume name when the -r option is not specified.

---

### swst0304

A mount request for a magnetic tape is not supported.

#### Explanation

Mounting requests for magnetic tapes are not supported.

#### System administrator response

Do not specify an external medium such as a magnetic tape unit.

---

### swst0305

This Device cannot be used. This is because the registration information is incorrect. Device Name=*deviceName*

## Explanation

This device cannot be used because its definition information is invalid.

## Parameters

*deviceName* : Device name

## System administrator response

- Appropriate action using the command:

Cancel the registration executing the `swstdevinforeset` command, and register information again. Refer to "swstdevinforeset (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. Perform the following procedures to deregister the volume type of the target device.
  - a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  - b. On the Main pane, click the target server.
  - c. On the Category pane, click **Advanced Copy**.
  - d. On the **Advanced Copy** pane, click **Backup Operation**.
  - e. On the Main pane, check the target device checkbox.
  - f. On the Action pane, click **Release Volume Type** under **Device Types**.
2. Perform the following procedures to reregister the volume type of the target device.
  - a. Perform the steps from 1-a to 1-d.
  - b. On the Main pane, check the target device checkbox.
  - c. On the Action pane, click **Set As Transaction Volume** or **Set As Backup Volume** under **Device Types**.

---

## swst0306

This Device cannot be used. This is because no Base Information exists in Repository. Device Name=*deviceName*

## Explanation

The device shown in *deviceName* cannot be used because it is not defined for management in AdvancedCopy Manager.

## Parameters

*deviceName* : Device name

## System administrator response

Fetch device information in the Managed Server for the device that has not been defined as a management object of AdvancedCopy Manager by the following method, and perform the resource adjustment. Refer to "Fetching device information on a Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for notes about fetching device information.

- Appropriate action using the command:

1. Execute the `stgxfwcmsetdev` command.
2. Execute the `swstsrsemitch` command.

Refer to the following manuals for information on the commands:

"`stgxfwcmsetdev` (Device information collection/reflection command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swstsrsemitch` (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. Perform the following procedures to fetch device information.
  - a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  - b. On the Main pane, click the target server.
  - c. On the Category pane, click **Device**.
  - d. On the Action pane, click **Discover/Reload** under **Devices**.
  - e. Select the device to be managed by AdvancedCopy Manager, and then click **Next**.  
The information input screen is displayed.
  - f. Select the device to be not managed by AdvancedCopy Manager, and then click **Next**.  
The information confirmation screen is displayed.
  - g. Confirm the information, and then click **Next**.  
The information confirmation screen is displayed.
  - h. Confirm the information, and then click **Add**.
2. Perform the following procedures to adjust the resource.
  - a. Perform the steps 1-a and 1-b.
  - b. On the Category pane, click **Advanced Copy**.
  - c. On the **Advanced Copy** pane, click **Backup Operation**.
  - d. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
  - e. Enter the necessary information, and then click **Recovery**.

---

### swst0307

An invalid line was detected. Device Map File=*fileName*, Line Number=*lineNumber*

#### Explanation

An invalid line was detected.

#### Parameters

*fileName* : Device map file name

*lineNumber* : Line number of invalid line

#### System administrator response

Check the data on the invalid line and correct it.

---

### swst0308

No description of transaction volume exists. Device Name=*deviceName*

#### Explanation

A Transaction Volume needs to be written in the Device map file.

#### Parameters

*deviceName* : Device name

#### System administrator response

You should write the transaction volume information to Device map file.



---

## swst0601

This Command cannot be run. This is because the user is not a root user.

### Explanation

- For Solaris, Linux, HP-UX, or AIX:

An AdvancedCopy Manager command can only be issued with root authority.

- For Windows:

An AdvancedCopy Manager command can only be issued with the Administrator's authority.

### System action

The system terminates processing.

### System administrator response

- For Solaris, Linux, HP-UX, or AIX:

Re-execute processing with root authority.

- For Windows:

Re-execute processing with the Administrator's authority.

---

## swst0602

Input Storage Server Name is incorrect. Storage Server Name=*serverName*

### Explanation

The specified Managed Server name is not defined.

### Parameters

*serverName* : Managed Server name

### System action

The system terminates processing.

### System administrator response

- Appropriate action using the command:

Determine the correct Managed Server name, and re-execute processing using this name.

Alternatively perform environment setup for the Managed Server by executing the `swstsvrset` command, and re-execute processing. Refer to "swstsvrset (Managed Server configuration information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Enable** under **Backup Management**.
6. Re-execute processing.

---

## swst0603

Input Device Name is incorrect. Device Name=*deviceName*

## Explanation

One of the following events occurred:

- The specified device name is invalid.
- The device at the same physical position as the specified device name has already been registered in a transaction volume or a backup volume.
- The specified device is not under management of AdvancedCopy Manager.
- In the case of bundle recovery: A device that is not a transaction volume or Symfoware is described in the specified file.
- The ETERNUS Disk storage system is set incorrectly.
- The device information is abnormal. (Windows only)
- A dependency has not been set up between the volume and the AdvancedCopy Manager service. (Windows only)
- The specified device name is Logical Unit (g?d?). (Windows only)

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

- If the device name is invalid:  
Specify a valid device name and re-execute processing.
- If the device at the same physical position as the specified device name has already been registered in a transaction volume or a backup volume:  
Check the physical position of the specified device, and re-execute processing.
- If the specified device is not under the management of AdvancedCopy Manager:  
Fetch device information under the Managed Server in accordance with the following manual, and re-execute processing.  
"Fetching device information on a Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- In the case of bundle recovery: If a device that is not a transaction volume or Symfoware is described in the specified file:  
Check the device name in the specified file, and re-execute processing.
- If the ETERNUS Disk storage system is set incorrectly:  
Check that ETERNUS Disk storage system is set up to execute the Advanced Copy.
- If the device information is abnormal: (Windows only)  
Restore device information and re-execute.
- If a dependency has not been set up between the volume and the AdvancedCopy Manager service: (Windows only)  
Set up a dependency, and re-execute processing. Refer to "Notes at cluster operation time" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on dependencies.
- If the specified device name is Logical Unit (g?d?): (Windows only)  
The Logical Unit cannot be specified. Specify a partition and re-execute processing.

---

## swst0604

Use of the Input Device is exclusive. Device Name=*deviceName*

## Explanation

The specified device is being used by another AdvancedCopy Manager command or the Web Console operation.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Wait until processing for the other command or the Web Console operation using the device is completed. If AdvancedCopy Manager processing is interrupted by a system failure, this error is reported even when no AdvancedCopy Manager command processing or the Web Console operation is in progress. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swstrsemch` command. Refer to "`swstrsemch` (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swst0605

The number of the Command Argument is incorrect. Arg=*argument*

## Explanation

The specified command contains an invalid argument.

## Parameters

*argument* : Argument

## System action

The system terminates processing.

## System administrator response

Re-enter the command with a valid argument specified.

---

## swst0606

Backup Policy cannot be deleted. Device Name=*deviceName*

## Explanation

The backup policy of the device specified for deletion cannot be deleted because the backup history information of the device has not been deleted.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:

Delete the related backup history information executing the `swsthistdel` command, and re-execute processing. Refer to "swsthistdel (History information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Refresh** under **Status**.
6. On the Main pane, check the target device checkbox.
7. On the Action pane, click **Delete Backup Generation** under **Backup Generation**.  
The information input screen is displayed.
8. Enter the necessary information, and then click **Delete**.

---

### swst0607

This Command Parameter requires the Transaction Volume.

## Explanation

The command requires a transaction volume to be specified in an argument.

## System action

The system terminates processing.

## System administrator response

Specify a transaction volume and re-execute processing.

---

### swst0608

This Command Parameter requires the Device Type.

## Explanation

The command requires a device type to be specified in an argument.

## System action

The system terminates processing.

## System administrator response

Specify a device type and re-execute processing.

---

### swst0609

This Command Parameter requires the Device Name.

## Explanation

The command requires a device name to be specified in an argument.

### System action

The system terminates processing.

### System administrator response

Specify a device name and re-execute processing.

---

### swst0610

This Command Parameter requires the Server Name.

### Explanation

The command requires a server name to be specified in an argument.

### System action

The system terminates processing.

### System administrator response

Specify a server name and re-execute processing.

---

### swst0611

Backup Command Option is invalid.

### Explanation

The specified command contains an invalid option.

### System action

The system terminates processing.

### System administrator response

Refer to the following manual and specify a valid option, then re-execute processing.  
"swstbackup (Backup execution command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst0612

Cannot change to other Device Type. This is because this Backup Volume is being used. Device Name=*deviceName*

### Explanation

The specified backup volume cannot be redefined for use by another type of device because its backup history information has not been deleted.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

- Appropriate action using the command:

Execute the swsthistdisp command to search for backup history information to be backed up on the specified backup volume, and execute the swsthistdel command to delete the backup information. Then, re-execute processing. Refer to the following manuals for information on the commands:

"swsthistdisp (History information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swsthistdel (History information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:
  1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Backup Operation**.
  5. On the Action pane, click **Refresh** under **Status**.
  6. On the Main pane, check the target device checkbox.
  7. On the Action pane, click **Delete Backup Generation** under **Backup Generation**.  
The information input screen is displayed.
  8. Enter the necessary information, and then click **Delete**.
  9. Re-execute processing.

---

### swst0613

Backup Policy cannot be set. Device Name=*deviceName*

#### Explanation

The backup policy cannot be set, either because an invalid value is specified for the number of preservation generations, or because the number of backup volumes is insufficient.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

For each of the transaction volumes to be backed up, check that there is a sufficient number of backup volumes, corresponding to the number of preservation generations specified for that volume. Then execute the operation again.

Note for the followings:

- The transaction volume and its backup volume must be in the same box, and the size of each backup volume must be the same as the size of the transaction volume down to the byte level.
- The backup volumes cannot be shared between transaction volumes. If there are several transaction volumes of the same size to be backed up, the total number of backup volumes must be equal to the aggregation of the required backup volumes for each transaction volume.

This error might occur in the other transaction volume that is different the size or box from the specified transaction volume. The reason is that the designated backup volume has been unregistered after the backup policy has been set in the transaction volume that caused the error. In this case, do either of the following about the transaction volume that caused the error:

- If the number of preservation generations cannot be modified, register a sufficient number of backup volumes corresponding to the number of preservation generations specified.
- If the number of preservation generations can be modified, adjust the number of preservation generations to match the existing number of registered backup volumes or delete a backup policy.

---

### swst0614

The file could not be opened. Filename=*fileName*

## Explanation

The file name specified with the command operand or the Web Console is incorrect, or a mismatch was found in the resources managed by AdvancedCopy Manager.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

If a file name is specified in a command operand or the Web Console, then confirm that the specified file name is correct. After confirming that the file name is correct, check whether the file is accessible.

If no file name is specified in a command operand or the Web Console, then mismatched management resources were found. Before re-executing processing, perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

If the same message is output again even after performing the resource adjustment, execute the `swstresrst` command to restore data that was saved previously with the `swstresback` command. Then, re-execute processing. Refer to the following manuals for information on the commands:

"swstresback (Resource backup command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst0615

The file could not be read. Filename=*fileName*

## Explanation

A mismatch was found in resources managed by AdvancedCopy Manager.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

An inconsistency exists in a resource under management. Perform the resource adjustment using the following method and re-execute processing.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

If the same message is output again even after performing the resource adjustment, execute the `swstresrst` command to restore data that was saved previously with the `swstresback` command. Then, re-execute processing. Refer to the following manuals for information on the commands:

"swstresback (Resource backup command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst0616

The file could not be written to. Filename=*fileName*

### Explanation

A mismatch was found in resources managed by AdvancedCopy Manager, or the capacity of the management file is insufficient.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

If the management data set area is too small, delete unnecessary information in the area. If necessary, increase the size of the area. If an inconsistency occurred in the management resource, perform the resource adjustment using the following method and re-execute processing.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.



---

## swst0617

The file could not be deleted. Filename=*fileName*

### Explanation

A mismatch was found in resources managed by AdvancedCopy Manager.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

An inconsistency exists in a resource under management. Perform the resource adjustment using the following method and re-execute processing.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

If the same message is output again even after performing the resource adjustment, execute the `swstresrst` command to restore data that was saved previously with the `swstresback` command. Then, re-execute processing. Refer to the following manuals for information on those commands:

"swstresback (Resource backup command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst0618

Input Generation Number is incorrect. Device Name=*deviceName*, Number=*generationNumber*

### Explanation

Backup history information corresponding to the specified generation number is not found.

### Parameters

*deviceName* : Device name

*generationNumber* : Generation number

### System action

The system terminates processing.

### System administrator response

No backup history information corresponding to the specified relative generation number is found. Check the relative generation number using the following method.

- Appropriate action using the command:

Execute the `swsthistdisp` command. Refer to "swsthistdisp (History information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, click the target transaction volume.  
The detailed information of the target transaction volume is displayed on the Main pane.
6. Check the relative generation number in the **Backup generations Table**.

---

## swst0619

Input Version Number is incorrect. Device Name=*deviceName*, Number=*versionNumber*

### Explanation

Backup history information corresponding to the specified version number cannot be found.

### Parameters

*deviceName* : Device name

*versionNumber* : Version number

### System action

The system terminates processing.

### System administrator response

No backup history information corresponding to the specified absolute generation number is available. Check the absolute generation number using the following method.

- Appropriate action using the command:

Execute the `swsthistdisp` command. Refer to "swsthistdisp (History information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, click the target transaction volume.  
The detailed information of the target transaction volume is displayed on the Main pane.
6. Check the absolute generation number in the **Backup generations Table**.

---

## swst0620

The Transaction Volume Information could not be found.

### Explanation

The device is not defined as a transaction volume.

## System action

The system terminates processing.

## System administrator response

Register as the Transaction Volume using the following method, and re-execute processing.

- Appropriate action using the command:

Execute the `swstdevinfo` command. Refer to "`swstdevinfo` (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, check the target volume checkbox.
6. On the Action pane, click **Set As Transaction Volume** under **Device Types**.

---

## swst0621

The Storage Server Information could not be found.

## Explanation

The device is not defined as a Managed Server.

## System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:

Execute the `swstsvrset` command to define Managed Server information, and re-execute processing. Refer to "`swstsvrset` (Managed Server configuration information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Enable** under **Backup Management**.

---

## swst0622

The History Information could not be found. Device Name=*deviceName*

## Explanation

Backup history information is not found.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Backup history information could not be found. Create a backup and re-execute processing.

---

### swst0623

The Backup Volume Information could not be found.

## Explanation

The device is not defined as a backup volume.

## System action

The system terminates processing.

## System administrator response

Register as the Backup Volume using the following method, and re-execute processing.

- Appropriate action using the command:

Execute the `swstdevinfo` command. Refer to "swstdevinfo (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, check the target volume checkbox.
6. On the Action pane, click **Set As Backup Volume** under **Device Types**.

---

### swst0624

The environmental setting is undefined.

## Explanation

The Managed Server environment and the Management Server environment have not been defined, or the device is not connected correctly.

## System action

The system terminates processing.

## System administrator response

Define the Managed Server environment or the Management Server environment, and re-execute processing. Or, ensure that the device is connected normally, and re-execute processing.

The method for checking the environment settings is as follows:

- Appropriate action using the command:

Check that the `stgxfwcmsetdev` command and the `swstsvrset` command have been executed.

If this error was issued for setting or displaying processing of the backup policy, in addition to the above mentioned, check that the `swstdevinfo` command has been executed.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Refresh** under **Status**.
6. Check that **Enable** under **Backup Management** on the Action pane is grayed out.

If this error was issued for setting processing of the backup policy, in addition to the above -mentioned, perform the following confirmation.

1. On the Main pane, check that the **Device Type** of the specified volume is "Transaction".

When cluster operation is performed, verify that the environment variable `SWSTGNODE` is set correctly.

Refer to "Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information about the environment variable `SWSTGNODE`.

---

## swst0625

This Command cannot be run. This is because another AdvancedCopy Manager Command is running.

### Explanation

This command cannot be executed during the execution of another AdvancedCopy Manager command or the Web Console operation.

### System action

The system terminates processing.

### System administrator response

Wait until processing for the other command or the Web Console operation finishes, and re-execute processing. If AdvancedCopy Manager processing is interrupted by a system failure or a command abort, this error is reported even when no command processing or the Web Console operation is in progress. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swstsrsem` command. Refer to "swstsrsem (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swst0626

This Command cannot be run. This is because Resource Adjustment Command is running.

## Explanation

This command or the Web Console operation cannot be executed during the execution of the resource adjustment.

## System action

The system terminates processing.

## System administrator response

Wait until the resource adjustment terminates, and re-execute processing. If AdvancedCopy Manager processing is interrupted by a system failure or command abort, this error is reported even when no AdvancedCopy Manager command processing or the Web Console operation is in progress. In this case, perform the following action.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "`swstsrsemch (Resource match command)`" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swst0627

The Backup Policy is undefined. Device Name=*deviceName*

## Explanation

A required backup policy has not been setup.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Define a backup policy using the following method, and re-execute processing.

- Appropriate action using the command:

Execute the `swstbkpolset` command. Refer to "`swstbkpolset (Backup policy setting command)`" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Refresh** under **Status**.

6. On the Main pane, check the target device checkbox.
7. On the Action pane, click **Set Backup Policy** under **Backup Policy**.  
The information input screen is displayed.
8. Enter the necessary information, and then click **Set**.

---

### swst0628

An error occurred in the pretreatment shell for Backup executive. Error=*errCode,reason*

#### Explanation

An abnormality occurred in the pre-processing script for backup execution.

#### Parameters

*errCode* : Error code set in a shell script  
*reason* : Message

#### System action

The system terminates processing.

#### System administrator response

Check the contents of the pre-processing script for backup execution, and correct the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error codes of pre-processing script and post-processing script](#)" for the meaning of *errCode*.

Refer to "Pre-processing and Post-processing of Backup" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the scripts.

---

### swst0629

An error occurred in the aftertreatment shell for Backup executive. Error=*errCode,reason*

#### Explanation

An abnormality occurred in the post-processing script used for backup execution.

#### Parameters

*errCode* : Error code specified in the script  
*reason* : Message

#### System action

The system terminates processing.

#### System administrator response

Check the contents of the post-processing script for backup execution, and correct the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error codes of pre-processing script and post-processing script](#)" for the meaning of *errCode*.

Refer to "Pre-processing and Post-processing of Backup" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the scripts.

---

### swst0630

An error occurred in the pretreatment shell for Restore executive. Error=*errCode,reason*

#### Explanation

An abnormality occurred in the pre-processing script used for restoration execution.

#### Parameters

*errCode* : Error code set in a shell script  
*reason* : Message

### System action

The system terminates processing.

### System administrator response

Check the contents of the pre-processing script for restoration execution, and correct the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error codes of pre-processing script and post-processing script](#)" for the meaning of *errCode*.

Refer to "Pre-processing and Post-processing of Restoration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the scripts.

---

### swst0631

An error occurred in the aftertreatment shell for Restore executive. Error=*errCode,reason*

### Explanation

An abnormality occurred in the post-processing script used for restore execution.

### Parameters

*errCode* : Error code specified in the script

*reason* : Message

### System action

The system terminates processing.

### System administrator response

Check the contents of the post-processing script for restoration execution, and correct the cause of the error corresponding to *errCode*. Then, rerun the script. Refer to "[B.5 Error codes of pre-processing script and post-processing script](#)" for the meaning of *errCode*.

Refer to "Pre-processing and Post-processing of Restoration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the scripts.

---

### swst0632

Backup Directory cannot be found.

### Explanation

The resource file save directory not found.

### System action

The system terminates processing.

### System administrator response

Ensure that the save directory exists, and re-execute processing.

---

### swst0633

The Resource files could not be copied.

### Explanation

Failed attempt to copy resource files. The device does not have enough free space.

### System action

The system terminates processing.

### System administrator response

Ensure that the device has enough free space, and re-execute processing.



---

## swst0634

OPC cannot be run. Error=*error*

### Explanation

OPC cannot be executed.

### Parameters

*error*: Detail error message of ETERNUS Disk storage system

### System action

The system terminates processing.

### System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" and carry out the corrective action provided for the corresponding error message.

If error code 24 (hardware error requiring CE-CALL) is output, AdvancedCopy may have been set incorrectly. Check the ETERNUS Disk storage system setting.

---

## swst0635

Free Backup Volume Pool cannot be obtained.

### Explanation

No free backup volume can be obtained. A free backup volume must:

- Exist in the save box as the corresponding transaction volume.
- Be the same size as the corresponding transaction volume.
- Show "Backup (free)" in **Device-Mode** column when the swstdevdisp command is executed to display the use status.
- Not be mounted.
- If a transaction volume is not a GDS logical volume, the volume is not a GDS logical volume (Solaris version).
- If a transaction volume is a GDS logical volume, the conditions described in "Backup volume" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* are satisfied.

### System action

The system terminates processing.

### System administrator response

When the device map is specified as the -Xdevmap option, check that the backup volume described by the device map is right.

Check that there are as many backup volumes as there are preservation generations specified in the backup policy. If not, add backup volumes using the following method.

- Appropriate action using the command:

Execute the swstdevinfo command. Refer to "swstdevinfo (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console:
  1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Backup Operation**.

5. On the Action pane, click **Refresh** under **Status**.
6. On the Main pane, check the target device checkbox.
7. On the Action pane, click **Set As Backup Volume** under **Device Types**.

If there are as many backup volumes as there are preservation generations, check whether they are mounted. If they are mounted, unmount them.

If there are as many backup volumes as there are preservation generations and they are not mounted, an inconsistency has occurred in a management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

## swst0636

This Command requires the Directory Name.

### Explanation

The command requires a directory name to be specified as an argument.

### System action

The system terminates processing.

### System administrator response

Specify a directory name and re-execute processing.

---

## swst0637

Cannot change to another Device Type. This is because Backup Policy or History Information exists in this Transaction Volume.  
Device Name=*deviceName*

### Explanation

The specified transaction volume cannot be redefined for another type of device use because its backup policy or backup history information still exists in the volume.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:

Delete the backup policy or backup history information executing the `swstbkpdel` command or `swsthistdel` command, and re-execute processing. Refer to the following manuals for information on the commands:

"`swstbkpdel` (Backup policy deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swsthistdel` (History information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. Perform the following procedures to delete the backup history information.
  - a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  - b. On the Main pane, click the target server.
  - c. On the Category pane, click **Advanced Copy**.
  - d. On the **Advanced Copy** pane, click **Backup Operation**.
  - e. On the Action pane, click **Refresh** under **Status**.
  - f. On the Main pane, check the target device checkbox.
  - g. On the Action pane, click **Delete Backup Generation** under **Backup Generation**.  
The information input screen is displayed.
  - h. Enter the necessary information, and then click **Delete**.
2. Confirm that the backup history information of the target device is deleted.
3. Perform the following procedures to delete the backup policy.
  - a. Perform the steps from 1-a to 1-d.
  - b. On the Main pane, check the target device checkbox.
  - c. On the Action pane, click **Release Backup Policy** under **Backup Policy**.  
The information confirmation screen is displayed.
  - d. Confirm the information, and then click **Release**.
4. Re-execute processing.

---

### swst0638

This Command cannot be run. This is because copy run earlier failed.

#### Explanation

Copying performed previously was unsuccessful.

#### System action

The system terminates processing.

## System administrator response

Refer to "Troubleshooting for a hardware error, etc, occurring during Backup" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to take appropriate action.

---

### swst0639

This Command cannot be run. This is because a copy is running.

#### Explanation

The command cannot be executed while copying is in progress.

## System action

The system terminates processing.

## System administrator response

After copying is finished, re-execute processing.

---

### swst0640

History Information cannot be deleted.

## Explanation

One of the following has occurred:

- The option used to specify the backup history to be deleted has not been specified.
- The backup history to be deleted is being restored.

## System action

The system terminates processing.

## System administrator response

If the backup history to be deleted is being used for restoration, wait until restoration is completed and re-execute processing.

If the option used to specify the backup history to be deleted was not specified, specify the -g,-v, or -z option and re-execute processing. Refer to "swsthstdel (History information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to specify the option.

---

### swst0641

Mirror volume cannot be set up in Backup Volume.

## Explanation

In backup operation in which SDX objects are backed up in slice units, the SDX objects cannot be set up in the backup volume.

## System action

The system terminates processing.

## System administrator response

Re-enter the command with a device name specified that is not that of an SDX object.

---

### swst0642

The Transaction Volume cannot be set. This is because SDX object status is illegal.

## Explanation

Since the particular state of the SDX object is not allowed, device information cannot be set up.

## System action

The system terminates processing.

## System administrator response

Re-execute a command after correcting the state of an SDX object.

When the Oracle Solaris Zone support function is enabled, possible causes other than the above are as follows:

- There is a possibility not to be able to communicate from a non-global zone to a global zone.  
Check the following:
  - It is possible to communicate from a non-global zone to a global zone.

- The correct information is described in the host information setting file.
- The AdvancedCopy Manager's agent has been installed in the global zone, and its agent is running.
- The PRIMECLUSTER GDS may be not installed in the global zone.  
Check that the PRIMECLUSTER GDS has been installed in the global zone correctly.
- The Oracle Solaris Zone support function may be not enabled.  
Enable the Oracle Solaris Zone support function executing the stgxfwcmsetmode command. Refer to "stgxfwcmsetmode (Information collection mode configuration command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* for information on the command.

---

### swst0643

The Backup Command cannot be run. This is because SDX object status is illegal.

#### Explanation

The Backup Command cannot be run. This is because SDX object status is illegal.

#### System action

The system terminates processing.

#### System administrator response

Re-execute a command after correcting the state of an SDX object.

When the Oracle Solaris Zone support function is enabled, possible causes other than the above are as follows:

- There is a possibility not to be able to communicate from a non-global zone to a global zone.  
Check the following:
  - It is possible to communicate from a non-global zone to a global zone.
  - The correct information is described in the host information setting file.
  - The AdvancedCopy Manager's agent has been installed in the global zone, and its agent is running.
- The PRIMECLUSTER GDS may be not installed in the global zone.  
Check that the PRIMECLUSTER GDS has been installed in the global zone correctly.
- The Oracle Solaris Zone support function may be not enabled.  
Enable the Oracle Solaris Zone support function executing the stgxfwcmsetmode command. Refer to "stgxfwcmsetmode (Information collection mode configuration command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* for information on the command.

---

### swst0644

The Restore Command cannot be run. This is because SDX object status is illegal.

#### Explanation

Since the particular state of the SDX object is not allowed, restoration cannot be performed.

#### System action

The system terminates processing.

#### System administrator response

Re-execute a command after correcting the state of the SDX object.

When the Oracle Solaris Zone support function is enabled, possible causes other than the above are as follows:

- There is a possibility not to be able to communicate from a non-global zone to a global zone.  
Check the following:
  - It is possible to communicate from a non-global zone to a global zone.

- The correct information is described in the host information setting file.
- The AdvancedCopy Manager's agent has been installed in the global zone, and its agent is running.
- The PRIMECLUSTER GDS may be not installed in the global zone.  
Check that the PRIMECLUSTER GDS has been installed in the global zone correctly.
- The Oracle Solaris Zone support function may be not enabled.  
Enable the Oracle Solaris Zone support function executing the `stgxfwcmsetmode` command. Refer to "`stgxfwcmsetmode` (Information collection mode configuration command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* for information on the command.

## swst0645

This command cannot be run. This is because the environmental setting is incorrect.

### Explanation

One of the following has occurred:

- The information set when a volume was registered has been changed.
- A hardware abnormality occurred.
- Another disk drive has been mounted by using the drive pass function.
- A disk has been mounted to multiple mount points using the drive path function.

### System action

The system terminates processing.

### System administrator response

Check whether the information set when a transaction volume or backup volume was registered has been changed using the following method. If the information was changed, restore it to its state at the time the setting was made and re-execute the processing.

- Appropriate action using the command:  
Execute the `swstdevdisp` command. Refer to "`swstdevdisp` (Device usage status display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.
- Appropriate action using the Web Console:
  1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Backup Operation**.
  5. On the Action pane, click **Refresh** under **Status**.
  6. On the Main pane, check the information of the transaction volume and backup volume.

If the current information was changed before it was used, refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change it, and re-execute the processing.

Check whether a hardware abnormality occurred. Remove it if this is the case, and the re-execute the processing.

If another disk drive was mounted by using the drive pass function, cancel the mount, and the re-execute the command.

When operating on Windows Server 2008 or later, make sure that the transaction volume or backup volume are online. Refer to "Notes about the online/offline status of disks" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the method.

## swst0646

The Restore Command cannot be run. This is because restore device is mounted. Mount-point=*mountPoint*

## Explanation

The command cannot be executed because the restoration device has been mounted.

## Parameters

*mountPoint*: Mount point name

## System action

The system terminates processing.

## System administrator response

Unmount the restoration device and re-execute processing.

---

## swst0647

Unable to execute. This is because the SafeFILE file system composed of more than one device is mounted.

## Explanation

Processing cannot be performed because a SynfinityFILE file system consisting of multiple devices has been mounted.

## System action

The system terminates processing.

## System administrator response

Unmount the SynfinityFILE file system consisting of multiple devices, and execute processing.

---

## swst0648

Process creation failed. Process Name=*processName*, SignalCode=*signalNumber*

## Explanation

Process generation failed.

## Parameters

*processName*: Process name

*signalNumber*: Signal code

## System action

The system terminates processing.

## System administrator response

The process shown in *processName* cannot be generated. Respond to *signalNumber*, and re-execute processing.

---

## swst0649

SafeDISK has not been correctly installed.

## Explanation

SynfinityDISK is not installed normally.

## System action

The system terminates processing.

## System administrator response

Reinstall SynfinityDISK. Refer to the SynfinityDISK manuals for information of installation.

---

## swst0650

SafeFILE has not been correctly installed.

### Explanation

SynfinityDISK is not normally installed.

### System action

The system terminates processing.

### System administrator response

Reinstall SynfinityDISK. Refer to the SynfinityDISK manuals for information of installation.

---

## swst0651

The Backup Synchronization processing is not being executed. Device Name=*deviceName*

### Explanation

Backup synchronization processing is not enabled for the specified transaction volume.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

Enable backup synchronization processing for the transaction volume, then re-execute processing.

To cancel the suspended synchronous processing, specify the `-bd` or `-all` option in the `swstcancelsync` command.

---

## swst0652

Setting value for an environment variable failed. Environment variable=*environmentVariable*, Value for variable=*value*, Error code=*errCode*

### Explanation

The environment variable could not be set on the Managed Server that performed backup processing. This message is output only when Solaris, HP-UX, Linux, or AIX is running on the Managed Server that performed backup processing.

### Parameters

*environmentVariable* : Environment variable

*value* : Value for variable

*errCode* : OS error code

### System action

The system terminates processing.

### System administrator response

On the Solaris Managed Server that encountered a backup processing error, execute the Solaris `man` command to display the man manual. Refer to "intro(2)" in the man manual, and look up the operating system error code. Then, remove the error cause.

---

## swst0653

Specified device cannot be set up in Backup Volume. Device Name=*deviceName*

### Explanation

The specified device cannot be defined as a backup volume because it is mounted.



## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Cancel the mounting, change the device configuration, and re-execute.

Refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information of how to change the device configuration.

---

### swst0654

The directory for outputting recovery control files could not be changed.

## Explanation

An attempt to change the recovery control file output directory has failed.

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### swst0655

SymfoWARE/RDB is not correctly installed.

## Explanation

Symfoware/RDB is not normally installed.

## System action

The system terminates processing.

## System administrator response

Install Symfoware/RDB normally.

---

### swst0656

The directory could not be created. Directory=*dirName*

## Explanation

An attempt to create a recovery control file output directory has failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### swst0657

SymfoWARE/RDB command could not be run.

## Explanation

Symfoware/RDB command execution failed.

## System action

The system terminates processing.

## System administrator response

Verify the Symfoware/RDB environment, and re-execute processing.

If you perform the database space unit backup, or if you perform the recovery that specifies the `-bundle` or the `-nolog` option, the following products must be installed.

- Symfoware Server Enterprise Edition
- Symfoware Server Advanced Backup Controller

---

## swst0658

Database space name cannot be obtained. Device Name=*deviceName*

## Explanation

The database space name of the specified device name cannot be obtained.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Set up the environment, and re-execute processing.

---

## swst0659

SymfoWARE/RDB cannot run. Device Name=*deviceName*

## Explanation

Symfoware/RDB is not active.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Verify the Symfoware/RDB environment, and re-execute processing.

---

## swst0660

Work directory space is insufficient.

## Explanation

The device specified as a work directory does not have enough free space.

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### swst0661

The Directory cannot be found. Directory Name=*dirName*

## Explanation

The specified directory is not found.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Verify that the directory exists and that its name is correct, and re-execute processing.

---

### swst0662

Input Loggroup Name or RDBsystem Name is incorrect. Loggroup Name=*logGroupName*

## Explanation

The specified log group name or RDB system name is invalid.

## Parameters

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

Check the log group name or RDB system name, and re-execute processing.

---

### swst0663

Use of the Input Loggroup is exclusive. Loggroup Name=*logGroupName*

## Explanation

The specified log group is being used by another AdvancedCopy Manager command.

## Parameters

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

Wait until processing for another command using the log group is completed. If AdvancedCopy Manager processing is interrupted by a system failure, this error is reported even when no AdvancedCopy Manager command processing is in progress. In this event, execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

#### swst0664

Device name cannot be specified. This is because it is registered with a log group. Device Name=*deviceName*

#### Explanation

The specified device name cannot be used because it already belongs to a log group.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Check the device name, and re-execute processing.

---

#### swst0665

Resource data for SymfoWARE Backup or Recovery does not match.

#### Explanation

An inconsistency exists in management resource data for Symfoware.

#### System action

The system terminates processing.

#### System administrator response

Check the contents of the backup policy or backup history information and remove the inconsistency executing the `swstbkpolset` command, `swstbkpoldel` command, or `swsthistdel` command. Then, re-execute processing. Refer to the following manuals for information on the commands:

"swstbkpolset (Backup policy setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swstbkpoldel (Backup policy deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swsthistdel (History information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### swst0666

Resource data for loggroup does not match. Loggroup Name=*logGroupName*

#### Explanation

A mismatch was found in the resource information of the log group. The recovery of the log group where the normal dump and reference dump exist together cannot be executed.

#### Parameters

*logGroupName* : Log group name

#### System action

The system terminates processing.

#### System administrator response

Ensure that the resource information of the log group is consistent, and re-execute processing.

---

#### swst0667

The start of backup synchronization processing is not allowed. This is because no empty backup volume is available.

#### Explanation

Backup synchronization start processing cannot be performed because no empty backup volume was available.

### System action

The system terminates processing.

### System administrator response

Add a backup volume of the same size and from the same box as the transaction volume, and re-execute processing.

If a backup volume cannot be added for any reason, change the operation mode to snapshot backup operation.

---

### swst0668

Resource data does not match.

### Explanation

There is an inconsistency in resource information.

### System action

The system terminates processing.

### System administrator response

Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swstsrsemctch` command. Refer to "swstsrsemctch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Backup Operation**.
  5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
  6. Enter the necessary information, and then click **Recovery**.
- 

### swst0669

Backup Synchronization processing is not running. Loggroup Name=*logGroupName*

### Explanation

Backup synchronization processing is not enabled for the specified log group.

### Parameters

*logGroupName* : Log group name

### System action

The system terminates processing.

### System administrator response

Enable backup synchronization processing for the log group, and re-execute processing.

---

### swst0670

The file could not be opened. Filename=*fileName*

## Explanation

An attempt to open the file failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

## swst0671

The file could not be read. Filename=*fileName*

## Explanation

An attempt to read the file failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

## swst0672

The file could not be written to. Filename=*fileName*

## Explanation

An attempt to write to the file failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

## swst0673

The file could not be deleted. Filename=*fileName*

## Explanation

An attempt to delete the file failed.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Ensure that the device has enough free space, and re-execute processing.

---

### swst0674

Backup Synchronization processing is done for only part of the Transaction Volumes. Loggroup Name=*logGroupName*

## Explanation

Backup synchronization processing has not been performed for all transaction volumes.

## Parameters

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

Cancel the current backup synchronization processing and rerun in snapshot backup mode, or perform backup synchronization processing for all volumes. Then rerun in synchronous backup mode.

---

### swst0675

Cannot backup. This is because Synchronization processing is not in Equivalency Holding State.

## Explanation

Backup operation cannot be performed because the equivalency hold state has not been reached.

## System action

The system terminates processing.

## System administrator response

Check the state of backup synchronization processing, and re-execute processing.

---

### swst0676

Cannot backup. This is because Restore for Transaction Volume is being executed. Device Name=*deviceName*

## Explanation

The transaction volume cannot be backed up because restoration to the volume is in progress.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

After restoration to the transaction volume is complete, re-execute processing.

---

### swst0677

Cannot backup. This is because Restore for Transaction Volume ended abnormally. Device Name=*deviceName*

## Explanation

The transaction volume cannot be backed up because restoration to the volume terminated abnormally.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Execute the `swstcancelrest` command to delete the information on the restoration that terminated abnormally, and recover the data. Then, re-execute processing. Refer to "`swstcancelrest` (Restore cancellation command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swst0678

Cannot back up. This is because Restore for overflowed backup data is being executed. Device Name=*deviceName*

## Explanation

Backup cannot be implemented because restoration of the backup data that caused a generation overflow is in progress.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

After the restoration is complete, re-execute processing.

---

### swst0679

Cannot backup. This is because Restore for overflowed backup data ended abnormally. Device Name=*deviceName*

## Explanation

Backup cannot be implemented because restoration of the backup data that caused a generation overflow terminated abnormally.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Execute the `swstcancelrest` command to delete the information on the restoration that terminated abnormally, and check the data in the job volume. Then, re-execute processing. Refer to "`swstcancelrest` (Restore cancellation command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swst0680

A Backup Synchronization processing ended abnormally. Device Name=*deviceName*

## Explanation

Backup synchronization processing terminated abnormally.

## Parameters

*deviceName* : Device name



## System action

The system terminates processing.

## System administrator response

- Appropriate action using the command:

Execute the `swstcancelsync` command to delete the information on backup synchronization processing that terminated abnormally. Then, re-execute processing. Refer to "`swstcancelsync` (Backup synchronous processing cancel command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Refresh** under **Status**.
6. On the Main pane, check the target device checkbox.
7. On the Action pane, click **Cancel Sync. Copy (EC)** under **High Speed Backup**.  
The information input screen is displayed.
8. Enter the necessary information, and then click **Cancel Sync. Copy**.
9. Re-execute processing.

---

### swst0681

Input Generation Number is incorrect. Loggroup Name=*logGroupName*, Number=*generationNumber*

## Explanation

No backup history information corresponding to the specified relative generation number can be found.

## Parameters

*logGroupName* : Log group name

*generationNumber* : Generation number

## System action

The system terminates processing.

## System administrator response

Execute the `swsthistdisp` command to check the relative generation number. Refer to "`swsthistdisp` (History information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swst0682

Input Version Number is incorrect. Loggroup Name=*logGroupName*, Number=*versionNumber*

## Explanation

No backup history information corresponding to the specified absolute generation number has been found.

## Parameters

*logGroupName* : Log group name

*versionNumber* : Version number

## System action

The system terminates processing.

## System administrator response

Execute the `swsthistdisp` command to check the absolute generation number. Refer to "swsthistdisp (History information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swst0683

The History Information cannot be found. Loggroup Name=*logGroupName*

## Explanation

No backup history information is found.

## Parameters

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

The required backup history information was not found. Create a backup, and re-execute processing.

---

### swst0687

A communication error occurred. Server name=*serverName*, Error=*errCode*, Reason=*reason*

## Explanation

An error occurred during communication processing.

## Parameters

*serverName* : Server name

*errCode* : Error code

*reason* : Detail code

## System action

The system terminates processing.

## System administrator response

Check the environment definitions of the Managed Server and Management Server. Ensure that the communication destination equipment contains no error, and re-execute the processing.

---

### swst0688

Device information does not match. Device Name=*deviceName*

## Explanation

Processing cannot be performed because of inconsistent device information.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Correct device information, and re-execute processing.

---

### swst0689

Device information does not match. Loggroup Name=*logGroupName*

#### Explanation

Processing cannot be performed because of inconsistent device information.

#### Parameters

*logGroupName* : Log group name

#### System action

The system terminates processing.

## System administrator response

Correct device information, and re-execute processing.

---

### swst0690

An SQL error occurred during repository-access. SQLSTATE=*sqlState*

#### Explanation

A SQL error occurred during access to the repository.

#### Parameters

*sqlState* : Symfoware SQLSTATE code

#### System action

The system terminates processing.

## System administrator response

Take action in accordance with the code shown in *sqlState*, as follows:

- 40003:

The maximum allowable number of concurrent connections to the repository was exceeded. Re-execute processing after waiting a few minutes.

- 71001:

The repository is inactive. Refer to the following manual and restart the RDB daemon/services.

- For Solaris or Linux: (Daemon type is "RDB daemon")

"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows: (Service name is "SymfoWARE RDA RDBSWSTF" and "SymfoWARE RDB RDBSWSTF").

"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- 00000:

Repository access is temporarily not possible. Wait a while, then re-execute.

If a code other than the above is indicated or if the above action fails to eliminate the cause of the error, refer to the following manual. "Troubleshooting for a failure in access to a repository database" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If the error still occurs, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst0691

The Storage Server Information was not found in Repository. Storage Server Name=*serverName*

### Explanation

The specified Managed Server information was not found in the repository.

### Parameters

*serverName* : Managed Server name

### System action

The system terminates processing.

### System administrator response

- Appropriate action using the command:

Confirm that the server name is displayed when the swstsvrdisp command is executed. If the server name is not displayed, execute the swstsvrset command.

Mismatched management resources were found when the swstsvrset command was executed. Execute the swstsrsemth command.

Refer to the following manuals for information on the commands:

"swstsvrdisp (Managed Server configuration information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swstsvrset (Managed Server configuration information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"swstsrsemth (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, check the status of **Enable** under **Backup Management**.

If **Enable** is not grayed out, click **Enable**.

If **Enable** is grayed out, perform the following operations.

- a. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
- b. Enter the necessary information, and then click **Recovery**.

---

## swst0692

The Base Information of the Device was not found in Repository. Storage Server Name=*serverName* Device Name = *deviceName*

### Explanation

No base information in the repository corresponds to the specified transaction volume information.

### Parameters

*serverName* : Managed Server name

*deviceName* : Device name

### System action

The system terminates processing.

## System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

---

### swst0693

A remote process error occurred. Server name=*serverName*, Error=*errCode*

#### Explanation

An error occurred at the communication destination during processing.

#### Parameters

*serverName* : Server name  
*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Respond to the message that appears immediately before this message and re-execute processing.

---

### swst0694

Resource data in Repository does not match that in Storage Server. Storage Server Name=*serverName*

#### Explanation

An inconsistency is found between resource information in the repository and resource information on the Managed Server.

#### Parameters

*serverName* : Managed Server name

#### System action

The system terminates processing.

#### System administrator response

An inconsistency exists in the management resource. Perform the resource adjustment using the following method.

- Appropriate action using the command:

Execute the `swstsrsemch` command. Refer to "swstsrsemch (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:
  1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Backup Operation**.
  5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
  6. Enter the necessary information, and then click **Recovery**.

---

### swst0695

Connection to Communication Daemon failed.

#### Explanation

No connection can be set up with the communication service or daemon.

#### System action

The system terminates processing.

#### System administrator response

Check the environment for connecting with the communication service or daemon and re-execute processing.

---

### swst0696

The server name could not be read from Registry.

#### Explanation

Managed Server information cannot be obtained from the registry.

#### System action

The system terminates processing.

#### System administrator response

Check that the environment definition of the configuration management function is correct and re-execute processing.

---

### swst0697

The Repository Access Function could not be called up. Error=*errCode*

#### Explanation

An error occurred during access to the repository.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Refer to "[B.3 Error codes for repository access](#)" to take the corrective action shown in *errCode* and re-execute the processing.

If there is no error code corresponding to "[B.3 Error codes for repository access](#)", take the following actions:

- Check if the communication with the Management Server is available.

Ports may be blocked by port filtering. Check if port numbers described in the following sections in the *ETERNUS SF Installation and Setup Guide* are not blocked:

- "Configuring the network environment" under "Setup of AdvancedCopy Manager's manager"
- "Port number setting" under "Setup of AdvancedCopy Manager's agent"
- When cluster operation is performed, verify that environment variable SWSTGNODE is set correctly.

Refer to "In cluster operation" described in the note under "Backup Management Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for the corresponding operating system to set the environment variable SWSTGNODE.

If you still have a problem, take corrective action according to "Troubleshooting: Insufficient free space in a repository" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

## swst0698

A Server Information item could not be acquired. Error=*errCode*

### Explanation

Managed Server information cannot be obtained.

### Parameters

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

## swst0699

The Backup Policy could not be set. This is because Backup Synchronization Processing is already in progress. Device Name=*deviceName*

### Explanation

A backup policy cannot be set up because backup synchronization processing is in progress.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

After backup synchronization processing is complete, re-execute the processing.

---

## swst0700

The Backup Policy could not be deleted. This is because Backup Synchronization Processing is already in progress. Device Name=*deviceName*

### Explanation

A backup policy cannot be deleted because backup synchronization processing is in progress.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

After backup synchronization processing is complete, re-execute the processing.

---

### swst0701

The Transaction Volume could not be found.

## Explanation

The transaction volume for which a backup policy is to be set up was not found.

## System action

The system terminates processing.

## System administrator response

Add the transaction volume to be managed by AdvancedCopy Manager and re-execute processing.

---

### swst0702

A code set could not be converted. Error=*errCode*, input=*inputCode*, output=*outputCode*, string(HEX)=*hexStrings*

## Explanation

Character code conversion failed.

## Parameters

*errCode* : Error code

*inputCode* : Conversion source code

*outputCode* : Conversion destination code

*hexStrings* : Conversion character string (hexadecimal)

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

### swst0704

Use of a part of Input Loggroup Name is exclusive. Loggroup Name=*logGroupName*, Device Name =*deviceName*

## Explanation

The transaction volumes included in the specified log group are being used by other AdvancedCopy Manager commands.

## Parameters

*logGroupName* : Log group name

*deviceName* : Device name

## System action

The system terminates processing.



## System administrator response

Wait until processing for the other command using the log group is completed. If AdvancedCopy Manager processing is interrupted by a system failure, this error is reported even when no AdvancedCopy Manager command processing is in progress. In this event, execute the `swstsrsemth` command. Refer to "swstsrsemth (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris)* for information on the command.

---

### swst0705

The Backup Policy is undefined. Loggroup Name=*logGroupName*

#### Explanation

A required backup policy has not been set up.

#### Parameters

*logGroupName* : Log group name

#### System action

The system terminates processing.

#### System administrator response

Set up a backup policy and re-execute processing.

---

### swst0706

A Transaction or Backup Volume is defined for the Server. Server Name=*serverName*

#### Explanation

A transaction volume or backup volume exists in the specified server.

#### Parameters

*serverName* : Server name

#### System action

The system terminates processing.

#### System administrator response

Delete the transaction volume or backup volume information corresponding to the specified server. Then, re-execute processing.

---

### swst0707

The Device is defined as a Transaction or Backup Volume. Raw Device Name=*deviceName*

#### Explanation

The specified device is defined as a transaction volume or backup volume.

#### Parameters

*deviceName* : Raw device name

#### System action

The system terminates processing.

#### System administrator response

Delete the transaction volume or backup volume information corresponding to the specified server. Then, re-execute processing.

---

### swst0708

A Device Information could not be acquired. Error=*errCode*

## Explanation

An attempt to obtain device information failed.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

## swst0709

Input restore device name is incorrect. Device Name=*deviceName*

## Explanation

The specified restore device name is invalid because it is one of the following:

- a transaction volume
- a backup volume being used for backup
- a device on which a Symfoware database space is constructed
- a device having an area size different from that of the specified job volume
- a device which is not registered into AdvancedCopy Manager
- a device of other ETERNUS Disk storage system
- a volume of SDX object

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Specify a valid device name then re-execute processing.

---

## swst0710

An error occurred on Storage Management Server.

## Explanation

An error occurred on the Management Server.

## System action

The system terminates processing.

## System administrator response

Respond to the message that appears immediately before this message.

---

## swst0711

AdvancedCopy Manager type could not be read from Registry.

## Explanation

The AdvancedCopy Manager type cannot be obtained from the configuration management component registry.

## System action

The system terminates processing.

## System administrator response

Ensure that the environment setting of the configuration management function is normal and re-execute processing.

---

### swst0714

Cannot switch to another Device Type. Device Name=*deviceName*, Error=*errCode*

## Explanation

The specified device cannot be redefined for a different use.

## Parameters

*deviceName* : Device name

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Respond to the message output immediately before this message and re-execute processing.

---

### swst0715

A code set could not be converted during access to repository. Error=*errCode*

## Explanation

Character code conversion failed during access to the repository.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)" to take appropriate action in accordance with the corresponding *errCode*. Then, re-execute processing.

---

### swst0716

Input Recovery Control File Output Directory Name is incorrect. Directory Name=*dirName*

## Explanation

The specified recovery control file output directory is invalid.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Specify a valid recovery control file output directory and re-execute processing.

---

### swst0717

Input Work Directory Name is incorrect. Directory Name=*dirName*

#### Explanation

The specified work directory name is invalid.

#### Parameters

*dirName* : Directory name

#### System action

The system terminates processing.

## System administrator response

Specify a valid work directory name and re-execute processing.

---

### swst0718

The Base Information of the Storage Server could not be found. Storage Server Name=*serverName*

#### Explanation

The specified Managed Server has not been defined as being managed by AdvancedCopy Manager.

#### Parameters

*serverName* : Managed Server name

#### System action

The system terminates processing.

## System administrator response

Define the Managed Server in accordance with the following manual and re-execute processing.  
"Registering a Managed Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst0719

EC cannot be run. Error=*error*

#### Explanation

EC cannot be executed.

#### Parameters

*error* : Detail error message of ETERNUS Disk storage system

#### System action

The system terminates processing.

## System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take appropriate action in accordance with the corrective action provided for the corresponding error message.

If error code 24 (hardware error requiring CE-CALL) is output, AdvancedCopy may have been set incorrectly. Check the ETERNUS Disk storage system setting.

---

## swst0720

The File could not be found. File Name=*fileName*

### Explanation

The specified file is not found.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Verify that the specified file exists and that its name is valid. Then, re-execute processing.

---

## swst0721

This Command cannot run. This is because the registration information for the Transaction Volume is invalid. Device Name=*deviceName*

### Explanation

This command or the Web Console operation cannot be executed because the definition information of the transaction volume is invalid.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

### System administrator response

- Appropriate action using the command:

Execute the `swstdevinforeset` command to cancel the registration of the job volume and register the volume again. Refer to "swstdevinforeset (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. Perform the following procedures to deregister the volume type of the target device.
  - a. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  - b. On the Main pane, click the target server.
  - c. On the Category pane, click **Advanced Copy**.
  - d. On the **Advanced Copy** pane, click **Backup Operation**.
  - e. On the Main pane, check the target device checkbox.
  - f. On the Action pane, click **Release Volume Type** under **Device Types**.
2. Perform the following procedures to reregister the volume type of the target device.
  - a. Perform the steps from 1-a to 1-d.
  - b. On the Main pane, check the target device checkbox.
  - c. On the Action pane, click **Set As Transaction Volume** under **Device Types**.

---

**swst0722**

This Command cannot run. This is because Resource files have been destroyed.

**Explanation**

This command cannot be executed because the resource file is corrupted.

**System action**

The system terminates processing.

**System administrator response**

The current resource file cannot be used. Execute the `swstresrst` command to restore the resource file that was backed up previously. Then, re-execute processing. Refer to "swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

**swst0723**

Resource files could not be saved. Saving Directory Name=*dirName*

**Explanation**

An attempt to save the resource file failed.

**Parameters**

*dirName* : Save directory name

**System action**

The system terminates processing.

**System administrator response**

Ensure that the device containing the save directory has enough free space and re-execute processing.

---

**swst0724**

Resource files cannot be converted. This is because their format is incorrect.

**Explanation**

The current resource file cannot be converted because its format is invalid.

**System action**

The system terminates processing.

**System administrator response**

The current resource file cannot be used. Execute the `swstresrst` command to restore the resource file that was backed up previously. Then, re-execute processing. Refer to "swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

**swst0725**

This Command cannot run. This is because the Resource files are of an older version or have been destroyed.

**Explanation**

This command cannot be executed because the version of the resource file is too old or the resource file is corrupted.

**System action**

The system terminates processing.

## System administrator response

The current resource file cannot be used. Execute the `swstresrst` command to restore the resource file that was backed up previously. Then, re-execute processing. Refer to "swstresrst (Resource restore command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

### swst0726

Resource Matching Command cannot be run.

#### Explanation

The `swstsrsemch` command failed.

#### System action

The system terminates processing.

#### System administrator response

Respond to the message that appears immediately before this message and re-execute processing.

---

### swst0727

AdvancedCopy Manager has not been correctly installed.

#### Explanation

AdvancedCopy Manager is not normally installed.

#### System action

The system terminates processing.

#### System administrator response

Reinstall AdvancedCopy Manager.

---

### swst0728

The Volume cannot be set. This is because this volume includes VTOC. Device Name=*deviceName*

#### Explanation

The specified volume contains VTOC and therefore cannot be used as a transaction or backup volume.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Review the device configuration so that a volume that is used as a transaction volume or a backup volume does not contain VTOC. If you change the device configuration, refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*.

---

### swst0729

The target backup volume name(s) could not be obtained. Device Map File=*fileName*

#### Explanation

The name of the output destination backup volume could not be obtained.

## Parameters

*fileName* : Device map file name

## System action

The system terminates processing.

## System administrator response

Check the contents of the device map file and re-execute.

---

### swst0730

The backup synchronization processing is running for a backup volume that is different from the one specified. Device Name=*deviceName*, Device Map File=*fileName*

## Explanation

Backup synchronization processing is performed for a backup volume that is different from the specified one.

## Parameters

*deviceName* : Device name

*fileName* : Device map file name

## System action

The system terminates processing.

## System administrator response

Interrupt backup synchronization processing and re-execute.

---

### swst0731

The specified device is already deregistered. Device Name=*deviceName*

## Explanation

The specified device has already been excluded from the registry.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

A device already excluded from the registry cannot be excluded again.

---

### swst0732

The directory could not be created. Directory=*dirName*

## Explanation

Directory creation failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.



## System administrator response

Remove the cause of the failure to create the directory and re-execute.

---

### swst0733

The directory could not be read. Directory=*dirName*

## Explanation

Directory reading failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to read the directory and re-execute.

---

### swst0734

The file could not be copied. Source File=*srcFileName*, Target File=*dstFileName*

## Explanation

File copying failed.

## Parameters

*srcFileName* : Copy source file name

*dstFileName* : Copy destination file name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to copy the file and re-execute.

---

### swst0735

The directory could not be copied. Source Directory=*srcDirName*, Target Directory=*dstDirName*

## Explanation

Directory copying failed.

## Parameters

*srcDirName* : Copy source directory name

*dstDirName* : Copy destination directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to copy the directory and re-execute.

---

### swst0736

The directory could not be deleted. Directory=*dirName*

## Explanation

Directory deletion failed.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to delete the directory and re-execute.

---

## swst0737

The directory could not be moved. Source Directory=*srcDirName*, Target Directory=*dstDirName*

## Explanation

Directory movement failed.

## Parameters

*srcDirName* : Source directory name

*dstDirName* : Destination directory name

## System action

The system terminates processing.

## System administrator response

Remove the cause of the failure to move the directory and re-execute.

---

## swst0739

The value of the environment variable SWSTGNODE is incorrect. Value=*value*

## Explanation

Any of the following events occurred:

- The value of the environment variable SWSTGNODE for cluster operation is invalid.
- The node on which the command was executed is not an operational node.
- The AdvancedCopy Manager transaction has stopped.

## Parameters

*value* : Value of the environment variable SWSTGNODE

## System action

The system terminates processing.

## System administrator response

If cluster operation is in progress, check the following points:

- Check that the environment variable SWSTGNODE is correctly set.
- Check that the node on which the command was run is an operation node.
- Check if the AdvancedCopy Manager transaction has stopped.

Delete the environment variable SWSTGNODE except for cluster operation.

Refer to "Various Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the environment variable SWSTGNODE.

---

#### swst0740

The advanced copy function cannot be used. Error=*errCode*

#### Explanation

The advanced copy function cannot be used.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take the corrective action shown in *errCode*.

---

#### swst0741

Specified loggroup cannot be specified because there is the one which SDX object and is not SDX object. Loggroup Name=*logGroupName*

#### Explanation

A log group consisting of SDX object devices and non-SDX object devices cannot be operated on a log group basis.

#### Parameters

*logGroupName* : Log group name

#### System action

The system terminates processing.

#### System administrator response

Unify the devices belonging to the log group into groups consisting only of SDX object devices or non-SDX object devices, or switch to device-by-device operation.

---

#### swst0742

Specified device list file cannot be specified because there is the one which SDX object and is not SDX object. Device List File Name=*fileName*

#### Explanation

A log group consisting of SDX object devices and non-SDX object devices cannot be operated on a log group basis.

#### Parameters

*fileName* : Device list file name

#### System action

The system terminates processing.

#### System administrator response

Unify the devices belonging to the log group into groups consisting only of SDX object devices or non-SDX object devices, or switch to device-by-device operation.

---

**swst0744**

The volume in disk group that backup volume belongs cannot be registered as transaction volume. Disk Group Name=*groupName*

**Explanation**

A volume that belongs to a disk group or a single disk cannot be registered in both a transaction volume and a backup volume.

**Parameters**

*groupName* : Disk group name

**System action**

The system terminates processing.

**System administrator response**

Delete the registration of the backup volume belonging to the same disk group or single disk, and register it as the transaction volume.

---

**swst0745**

The volume in disk group that transaction volume belongs cannot be registered as backup volume. Disk Group Name=*groupName*

**Explanation**

A volume that belongs to a disk group cannot be registered as both a transaction volume and backup volume.

**Parameters**

*groupName* : Disk group name

**System administrator response**

Register a volume that is not registered as the transaction volume and that belongs to the disk group, or a single disk, as the backup volume.

---

**swst0751**

Connection to the network failed. Remote Computer Name=*hostName*, Detected API=*api*, Error=*errCode*

**Explanation**

Connection to the network failed.

**Parameters**

*hostName* : Name of the host in which an error occurred

*api* : API that caused an error

*errCode* : Error code

**System action**

The system terminates processing.

**System administrator response**

Connection to the network failed. Check whether the remote server and network are normal, and take necessary action if there is a problem. Then, re-execute.

---

**swst0752**

You do not have sufficient permission to operate AdvancedCopy Manager. Detected API=*api*, Error=*errCode*

**Explanation**

The user has no authority to operate AdvancedCopy Manager.

## Parameters

*api* : API that caused an error  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Obtain authority to access the registry.

---

### swst0753

The product *productName* has not been installed. Registry=*registry*, Key Name=*keyName*, Value Name=*value*, Error=*errCode*

## Explanation

The product shown in *productName* is not installed.

## Parameters

*productName* : Product name  
*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

The product shown in *productName* is not installed. (i.e., registry data that should have been defined during installation cannot be found.)

---

### swst0754

The abnormal volume was detected. Volume=*volumeName*, Error=*errCode*

## Explanation

The abnormal volume was detected during analysis processing of the volume mount point.

## Parameters

*volumeName* :Name of the volume in which the error generated  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Re-execute after restoring the volume which has caused abnormalities with reference to the contents of an error code associated with it by running the net helpmsg command on a command prompt.

Also refer to the following manual, when the drive path function is not being used:  
"General notes" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swst0755

The entered device cannot be set up as a transaction volume. Device Name=*deviceName*

## Explanation

Cannot be set up as a transaction volume because of the mounted state, as it is not being supported for the input device.

- The transaction volume has multiple mount points.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Change the state of the mount, and change the device configuration. Then, re-execute.

Refer to "Changing the device configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to change the device configuration.

---

## swst0756

Specified devices does not belong to the same log group. Device Name1=*deviceName1*, Device Name2=*deviceName2*

## Explanation

The description of the device list file is incorrect. Specified device belongs to the different log group.

## Parameters

*deviceName1* : Device name 1

*deviceName2* : Device name 2

## System action

The system terminates processing.

## System administrator response

Delete or modify either of devices, and describe devices that belong to the same log group in the device list file. Then, re-execute.

---

## swst0757

An invalid line was detected. File=*fileName*, Line Number=*lineNumber*

## Explanation

The description of the device list file is incorrect. An invalid line was detected.

## Parameters

*fileName* : File name

*lineNumber* : Line number of invalid line

## System action

The system terminates processing.

## System administrator response

Check the data on the invalid line and correct it.

---

## swst0758

No description of transaction volume exists. File=*fileName*

## Explanation

The description of the device list file is incorrect. No description of transaction volume exists in the device list file.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Describe the transaction volume in the device list file.

---

### swst0759

Use of the Input Device is exclusive by the Loggroup. Loggroup Name=*logGroupName*

## Explanation

The log group that includes the specified transaction volume is being used by other AdvancedCopy Manager commands.

## Parameters

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

Wait until processing for the other command using the log group is completed. If AdvancedCopy Manager processing is interrupted by a system failure, this error is reported even when no AdvancedCopy Manager command processing is in progress. In this event, execute the `swstsrsemch` command.

---

### swst0760

Backup Policy cannot be set, because resource data for loggroup will be unmatched. Device Name=*deviceName*, Loggroup Name=*logGroupName*

## Explanation

The backup policy that you have tried to set for the current device is not consistent with the backup policy that is already set for another device in the same log group. The omitted values for the interval days and the number of preservation generations are inappropriate.

## Parameters

*deviceName* : Device name

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

When you set a backup policy for a log group, specify the interval days and the number of preservation generations in the command option. Please do not omit them.

---

### swst0761

Specified device cannot be set up in Backup Volume, because the device has been registered as replication volume information of Replication Management. Device Name=*deviceName*

## Explanation

The input device cannot be set as the backup volume because it is registered as a replica volume of replication management, or as an original volume that can be copied bi-directionally.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Use any of the following methods so that the backup volume is not the copy destination of replication management:

- Appropriate action using the command:
  - Execute the replication management command to delete the replication volume information on the corresponding device.
  - Execute the replication management command to change the replication volume information on the corresponding device to copying in one direction.
  - Change the backup volume to another device.
- Appropriate action using the Web Console:
  - Perform the following procedures to delete the replication volume information on the corresponding device.
    1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
    2. On the Main pane, click the target server.
    3. On the Category pane, click **Advanced Copy**.
    4. On the **Advanced Copy** pane, click **Replication Operation**.
    5. On the Main pane, check the target device checkbox.
    6. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
    7. Enter the necessary information, and then click **Delete**.
  - Perform the following procedures to change the replication volume information on the corresponding device to copying in one direction.
    1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
    2. On the Main pane, click the target server.
    3. On the Category pane, click **Advanced Copy**.
    4. On the **Advanced Copy** pane, click **Replication Operation**.
    5. On the Main pane, check the target device checkbox.
    6. On the Action pane, click **Delete** under **Replication Group**.  
The information input screen is displayed.
    7. Enter the necessary information, and then click **Delete**.
    8. On the Action pane, click **Create** under **Replication Group**.  
The information input screen is displayed.
    9. Check off the **Enable bidirectional copying between the devices in this group** checkbox, and then click **Next**.  
The information input screen is displayed.
    10. Enter the necessary information, and then click **Add**.
  - Perform the following procedures to change the backup volume to another device.
    1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.



2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, check the checkbox of the device other than the device of which it made an error.
6. On the Action pane, click **Set As Backup Volume** under **Device Types**.

---

#### swst0762

Failed to acquisition of the replication volume information of Replication Management.

#### Explanation

Acquisition of the replication volume information of replication management failed.

#### System action

The system terminates processing.

#### System administrator response

The swsrpvoinfo command of replication management failed. Remove the cause and re-execute the command.

---

#### swst0763

The specified volume is in the state of HALT. The error occurred by a remote copy. Device Name=*deviceName*

#### Explanation

The specified volume is in HALT state. The error occurred in the remote copy.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

There are abnormalities in the hardware. Remove the cause of the hardware fault.

---

#### swst0764

Cannot change to other Device Type. This is because Backup Synchronization Processing is in progress. Device Name=*deviceName*

#### Explanation

Since the transaction volume is in EC suspended state, it cannot change into other device uses.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Cancel the backup synchronous processing under EC suspension, and perform again.

---

#### swst0765

The Backup Policy could not be set. This is because History Information exists in this Transaction Volume. Device Name=*deviceName*

## Explanation

The setting up of a backup policy resulted in an error.

When backup history information exists, a backup policy cannot be changed to a number of preservation generations which is less than the number of the already backed up history information.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Please carry out one of the following actions:

- A value exceeding the number of the histories backed up already should be specified as the number of preserved generations.
- Some of the backup history volumes should be deleted so that the number of existing preserved generations becomes less than the number that you would like to specify as the maximum in the backup policy.

---

## swst0769

The number of specified databases exceeds the maximum number of databases capable of performing backup.

## Explanation

The number of specified databases exceeds the maximum number of databases capable of performing backup.

## System action

The system terminates processing.

## System administrator response

The maximum number of databases capable of performing backup is 64. Reduce the number of databases to be no more than 64.

---

## swst0771

The path to the volume mount point could not be acquired. *PATH=pathName*

## Explanation

The path to the volume mount point could not be found.

## Parameters

*pathName* : Path in which the error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst0772

The path could not be converted to a device name for AdvancedCopy Manager. *PATH=pathName*

## Explanation

The path could not be converted to a device name for AdvancedCopy Manager.

## Parameters

*pathName* : Path in which the error occurred

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst0773

The same database name cannot be specified multiple times. Database Name=*dbName*

## Explanation

The same database name cannot be specified more than once.

## Parameters

*dbName* : Database name in which the error occurred

## System action

The system terminates processing.

## System administrator response

Change the specified database name if necessary and re-execute processing.

---

### swst0774

An error occurred in the backup processing for the database. Server Name=*serverName*, Instance Name=*instance*, Database Name=*dbName*, Error=*errCode*

## Explanation

An error occurred in the backup processing for the database.

## Parameters

*serverName* : SQL Server's server name in which the error occurred

*instance* : Instance name in which the error occurred

*dbName* : Database name in which the error occurred

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Respond to the message which is output before this message and re-execute processing.

---

### swst0775

Backup failed. Command=*commandLine*

## Explanation

Backup failed.

## Parameters

*commandLine* : Command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Respond to the message which is output before this message and re-execute processing.

---

### swst0776

The file names of the database could not be acquired. Server Name=*serverName*, Instance Name=*instance*, Database Name=*dbName*

### Explanation

The file names of the database could not found.

### Parameters

*serverName* : SQL Server's server name in which the error occurred

*instance* : Instance name in which the error occurred

*dbName* : Database name in which the error occurred

### System action

The system terminates processing.

### System administrator response

Check the database status and re-execute processing.

---

### swst0777

Backup processing was interrupted.

### Explanation

Backup processing was interrupted.

### System action

The system terminates processing.

### System administrator response

Respond to the message which is output before this message and re-execute processing.

---

### swst0778

The execution of statement failed. Statement=*state*

### Explanation

There was an error during the execution of a statement.

### Parameters

*state* : SQL statement sentence

### System action

The system terminates processing.

### System administrator response

Check that the processing environment of the database is correct and re-execute.

---

### swst0779

The file could not be closed. Filename=*fileName*

## Explanation

It failed to close the file shown in *fileName*.

## Parameters

*fileName* : File name which the error generated

## System action

The system terminates processing.

## System administrator response

Check the states (i.e., the availability) of a device where a file exists and re-execute.

---

## swst0780

The database name or instance name could not be converted to wide-character code.

## Explanation

The database name or instance name could not be converted to wide-character code.

## System action

The system terminates processing.

## System administrator response

Check that the database name and the instance name are correct and re-execute.

---

## swst0781

This Command Parameter requires the Database Name.

## Explanation

A database name is required for the argument of a command.

## System action

The system terminates processing.

## System administrator response

Specify the database name, and re-execute.

---

## swst0782

The path of the primary file of the database could not be acquired. Database Name =*dbName*

## Explanation

Path acquisition of the primary file of the database shown in *dbName* resulted in an error.

## Parameters

*dbName* : Database name

## System action

The system terminates processing.

## System administrator response

Check the database environment and removing the cause of the error. Then, re-execute.

---

**swst0783**

swstbackup command could not be run.

**Explanation**

The execution of swstbackup command resulted in an error.

**System action**

The system terminates processing.

**System administrator response**

Remove the cause of the error and re-execute.

---

**swst0784**

This Command Parameter requires the Metadata File Name.

**Explanation**

A metadata file name is required for this command.

**System action**

The system terminates processing.

**System administrator response**

Specify a metadata file name and re-execute.

---

**swst0785**

*option1* option of this command can be specified only when *option2* option is specified.

**Explanation**

The argument that was specified when performing the command is incorrect.

**Parameters**

*option1* : Option name

*option2* : Option name

**System action**

The system terminates processing.

**System administrator response**

Specify a correct argument and re-execute.

---

**swst0786**

The device associated with the specified drive letter is not a device for AdvancedCopy Manager.

**Explanation**

This drive is not a supported drive for AdvancedCopy Manager.

**System action**

The system terminates processing.

**System administrator response**

Check whether the database has been created correctly on the ETERNUS Disk storage system.

---

**swst0790**

Communication with SQL Server failed.

**Explanation**

There was a failure to communicate with the SQL Server.

**System action**

The system terminates processing.

**System administrator response**

Check that the environment of the SQL Server is correct and re-execute.

---

**swst0791**

SQL Server aborted.

**Explanation**

SQL Server interrupted processing.

**System action**

The system terminates processing.

**System administrator response**

Check that the environment of the SQL Server is correct and re-execute.

---

**swst0792**

ODBC processing failed. Detected API=*api*, Error=*errCode*

**Explanation**

It failed in ODBC processing.

**Parameters**

*api* : API name

*errCode* : Error code

**System action**

The system terminates processing.

**System administrator response**

Check that the environment of ODBC is correct and re-execute.

---

**swst0793**

The BACKUP/RESTORE statement abnormally exited.

**Explanation**

The BACKUP/RESTORE statement abnormally exited.

**System action**

The system terminates processing.

**System administrator response**

Check that the environment of the SQL Server is correct and re-execute.

---

**swst0794**

COM library could not be initialized.

**Explanation**

The COM library could not be initialized.

**System action**

The system terminates processing.

**System administrator response**

The shortage of a memory or a fatal error is likely to be the cause. When the shortage of a memory is the cause, terminate any other applications and re-execute. If this is not the cause, check the environment of Windows and re-execute.

---

**swst0795**

A COM Object could not be created.

**Explanation**

A COM object could not be created.

**System action**

The system terminates processing.

**System administrator response**

SQL Server is not installed correctly. Check the installation status of SQL Server (re-install if necessary) and re-execute.

---

**swst0796**

The device information could not be acquired. Device Name=*deviceName*

**Explanation**

There was an error in the acquisition of the device information shown in *deviceName*.

**Parameters**

*deviceName* : Device name

**System action**

The system terminates processing.

**System administrator response**

Check the device status.

---

**swst0797**

The command could not be run for lack of memory.

**Explanation**

The command could not be run for lack of memory.

**System action**

The system terminates processing.

**System administrator response**

Carry out the following management tasks to provide sufficient virtual memory and re-execute.

- The swap domain should be extended.



- Other applications should be terminated.

---

### swst0798

Connection to SQL Server failed. Server Name=*serverName*

#### Explanation

Connection with SQL Server resulted in an error.

#### Parameters

*serverName* : Server name that the error generated

#### System action

The system terminates processing.

#### System administrator response

Check the starting state of SQL Server, the server name of the SQL Server, etc. (when an instance with a name is specified), re-execute.

---

### swst0802

Cannot change to other Device Type. This is because Tracking Processing is in progress. Device Name=*deviceName*

#### Explanation

The transaction volume cannot be changed to another device application because tracking processing is in progress.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Cancel tracking processing and re-enter the command.

---

### swst0803

QuickOPC function is not supported in this ETERNUS Storage System. Device Name=*deviceName*

#### Explanation

This ETERNUS Disk storage system does not support the QuickOPC function.

#### Parameters

*deviceName* : Device name

#### System action

The system terminates processing.

#### System administrator response

Check whether the ETERNUS Disk storage system to which the device is allocated supports the QuickOPC function.

---

### swst0804

The tracking processing is not being executed. Device Name=*deviceName*

#### Explanation

Tracking processing is not in progress.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Execute for a device for which tracking processing is in progress. Perform the following method to check whether tracking processing is in progress.

- Appropriate action using the command:

Execute the `swstrkstat` command. Refer to "`swstrkstat` (Tracking status display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, click **Tracking Status** tab.  
The tracking status is displayed on the Main pane.
6. On the Main pane, check whether the tracking processing is in progress.

---

## swst0805

The OPC physical copy could not be stopped. This is because a history Information exists for the backup Volume. Transaction Volume=*transactionVolume*, Backup Volume=*backupVolume*

## Explanation

OPC physical copying cannot be stopped because backup history information exists for the backup volume.

## Parameters

*transactionVolume* : Transaction volume name

*backupVolume* : Backup volume name

## System action

The system terminates processing.

## System administrator response

After deleting the backup history information, re-execute processing.

- Appropriate action using the command:

Execute `swsthistdel` command to delete backup history information. Then, re-execute the `swstcanceltrk` command with the `-copy` option. Refer to the following manuals for information on the commands:

"`swsthistdel` (History information deletion command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

"`swstcanceltrk` (Tracking cancel command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.

4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, check the target device checkbox.
6. On the Action pane, click **Delete Backup Generation** under **Backup Generation**.  
The information input screen is displayed.
7. Enter the necessary information, and then click **Delete**.
8. Re-execute processing

---

#### swst0806

This Command Parameter requires -bd option or -all option.

#### Explanation

The -bd or -all option must be specified with this command.

#### System action

The system terminates processing.

#### System administrator response

Re-enter the command with the -bd or -all option specified.

---

#### swst0807

The estimate processing has already started.

#### Explanation

The estimate processing has already started.

#### System action

The system terminates processing.

#### System administrator response

To perform another update estimate, first stop the processing for the update estimate that is currently executing, and rerun the command.

---

#### swst0808

The estimate processing is not executed.

#### Explanation

The estimate processing is not being executed.

#### System action

The system terminates processing.

#### System administrator response

Check the status of the specified volume and specify the correct volume.

---

#### swst0809

The estimate processing is in error suspend status.

#### Explanation

The estimate processing is in the error suspend state.

#### System action

The system terminates processing.

## System administrator response

The update estimate process has entered the error suspend state because a hardware fault has occurred on the copy source volume. Stop the update estimate process, and check the hardware status. If there is a hardware fault, resolve the problem.

---

### swst0820

The backup management resource files or recovery control files do not exist in the specified directory.

## Explanation

The backup management resource files or recovery control files do not exist.

## System action

The system terminates processing.

## System administrator response

Check whether the backup management resource files or recovery control files are allocated in the specified directory, and re-execute processing.

---

### swst0821

swsrpmake failed. Command=*commandLine*

## Explanation

The swsrpmake command failed.

## Parameters

*commandLine*: Command line in which the error occurred

## System action

The system terminates processing.

## System administrator response

Respond to the message that appears immediately before this message, and re-execute processing.

---

### swst0891

The server name could not be read from Registry. There is a possibility that environment variable SWSTGNODE is not set.

## Explanation

An attempt to acquire the Managed Server name from the registry has failed.

The environment variable SWSTGNODE may have not been set because the cluster is already set up.

## System action

The system terminates processing.

## System administrator response

If cluster operation is in progress, check that the environment variable SWSTGNODE is set.

Refer to "Various Commands" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the environment variable SWSTGNODE.

If the environment variable SWSTGNODE is set correctly, check that the Managed Server is registered.

---

### swst0892

Failed to read the cluster setting definition file. Filename=*fileName*

## Explanation

An attempt to read the cluster definition file has failed.

## Parameters

*fileName* : Cluster definition file name

## System action

The system terminates processing.

## System administrator response

Check the AdvancedCopy Manager environment.

---

## **swst0897**

Backup Policy cannot be set. This is because backup to disk is not supported for the device. Device Name=*deviceName*

## Explanation

A backup policy cannot be set because the device cannot be managed by AdvancedCopy Manager.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

The data on the specified device can be backed up to tape but cannot be backed up to a disk.

---

## **swst0898**

This system does not support EC-related functions.

## Explanation

This system does not support synchronous high-speed backup.

## System action

The system terminates processing.

## System administrator response

Use snapshot backup.

---

## **swst0901**

An internal inconsistency occurred.

## Explanation

A system error occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst0902

An internal inconsistency occurred in disk array device. Error=*errCode*

#### Explanation

A system error occurred in the ETERNUS Disk storage system.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

If the error recurs even if the command is re-executed, a hardware error is assumed to have occurred. Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" to take the corrective action shown in *errCode*.

---

### swst0903

Processing was interrupted.

#### Explanation

Processing was interrupted.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst0904

A new area could not be acquired. Area name=*name*, Area size=*size*

#### Explanation

An attempt to allocate a new area failed.

#### Parameters

*name* : Name of the area to be allocated

*size* : Length of the area to be allocated

#### System action

The system terminates processing.

#### System administrator response

Do the following so that a virtual memory area can be allocated, then re-execute processing.

- Expand the swap area.
- Quit other applications.

---

### swst0951

The registry could not be opened. Registry=*registry*, Key=*keyName*, Error=*errCode*

#### Explanation

The registry could not be opened.

## Parameters

*registry* : Registry  
*keyName* : Key name  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Recover registry information by using the OS standard function.

---

### swst0952

The registry could not be read. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

## Explanation

The registry could not be read.

## Parameters

*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Recover registry information by using the OS standard function.

---

### swst0953

Information could not be written to the registry. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

## Explanation

The registry could not be updated.

## Parameters

*registry* : Registry  
*keyName* : Key name  
*value* : Value  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Recover registry information by using the OS standard function.

---

### swst0954

An unexpected error occurred. Thread ID=*threadID*, Detected API=*api*, Error=*errCode*

## Explanation

An unexpected error occurred.

## Parameters

*threadID*: Thread ID of the thread in which the error occurred  
*api*: API name in which the error occurred  
*errCode*: Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst0990

An internal contradiction occurred. Additional information 1=*info*, Additional information 2=*info*, Additional information 3=*info*, Additional information 4=*info*, Additional information 5=*info*

## Explanation

An internal error occurred.

## Parameters

*info*: Additional information

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst1001

*drive* has been assigned to *deviceName*.

## Explanation

A drive letter has been assigned to the specified device.

## Parameters

*drive*: Drive letter  
*deviceName*: Device name

## System action

The system terminates normally.

## System administrator response

No response is required because this is an informational message only.

---

## swst1002

The drive letter assigned to *deviceName* has been released. Drive Letter=*drive*

## Explanation

The drive letter assignment to a device was canceled.



## Parameters

*deviceName* : Device name  
*drive* : Drive letter

## System action

The system terminates normally.

## System administrator response

No response is required because this is an informational message only.

---

### swst1011

*drive* has already been assigned to *deviceName*.

## Explanation

A drive letter has already been assigned to the specified device.

## Parameters

*deviceName* : Device name  
*drive* : Drive letter

## System action

The system terminates processing.

## System administrator response

No response is required because this is an alert message only.

---

### swst1013

Either *drive* is not used or has already been released from the device to which it was previously assigned.

## Explanation

The specified drive letter is not used, or the assignment has already been canceled.

## Parameters

*drive* : Drive letter

## System action

The system terminates processing.

## System administrator response

No response is required because this is an alert message only.

---

### swst1014

Either no drive letter is assigned to *deviceName* or the drive letter previously assigned to it has already been released.

## Explanation

No drive letter has been assigned to the specified device, or the assignment has already been canceled.

## Parameters

*deviceName* : Device name

## System action

The system terminates processing.

### System administrator response

No response is required because this is an alert message only.

---

#### swst1021

This command could not be executed because it was entered by a user who does not have Administrators permission.

### Explanation

The user cannot execute this command because the user does not belong to the Administrators group on the local machine.

### System action

The system terminates processing.

### System administrator response

A user with administrator authority should execute this command.

---

#### swst1022

A device name is required for this command.

### Explanation

The command requires a device name as an argument.

### System action

The system terminates processing.

### System administrator response

Specify a device name and re-execute.

---

#### swst1023

A command argument is invalid.

### Explanation

The command contains an invalid argument.

### System action

The system terminates processing.

### System administrator response

Re-execute the command with a valid argument specified.

---

#### swst1024

A device name or drive letter is required for this command.

### Explanation

The command requires a device name or drive letter as an argument.

### System action

The system terminates processing.

### System administrator response

Re-execute the command with a device name or drive letter specified.

---

**swst1025**

An invalid device name was entered. Device Name=*deviceName*

**Explanation**

An invalid device name was specified.

**Parameters**

*deviceName* : Device name

**System action**

The system terminates processing.

**System administrator response**

Check the device name and re-execute.

---

**swst1026**

Another drive letter has already been assigned to the device. Device Name=*deviceName*, Drive Letter=*drive*

**Explanation**

Another drive letter has already been assigned to the specified device.

**Parameters**

*deviceName* : Device name

*drive* : Drive letter already assigned

**System action**

The system terminates processing.

**System administrator response**

Check the device name and re-execute.

---

**swst1027**

An invalid drive letter was entered. Drive Letter=*drive*

**Explanation**

An invalid drive letter was specified.

**Parameters**

*drive* : Drive letter already assigned

**System action**

The system terminates processing.

**System administrator response**

Check the drive letter and re-execute.

---

**swst1028**

The specified drive letter is already being used. Drive Letter=*drive*

**Explanation**

The specified drive letter is already in use.

## Parameters

*drive* : Drive letter

## System action

The system terminates processing.

## System administrator response

Specify another drive letter and re-execute.

---

### swst1029

The device with the specified drive letter is not a target device for AdvancedCopy Manager.

## Explanation

The device having the specified drive letter is not a target device of AdvancedCopy Manager.

## System action

The system terminates processing.

## System administrator response

Check the device having the specified drive letter and re-execute.

---

### swst1030

The drive could not be locked. Drive Letter=*drive*, Error=*errCode*

## Explanation

An attempt to lock the drive has failed.

## Parameters

*drive* : Drive letter

*errCode* : Error code and error location

## System action

The system terminates processing.

## System administrator response

Stop using the specified drive entirely and re-execute.

---

### swst1031

An environment setting cannot be determined. AdvancedCopy Manager has not been correctly installed.

## Explanation

The environment definition is incomplete. The AdvancedCopy Manager has not been completely installed.

## System action

The system terminates processing.

## System administrator response

Check the AdvancedCopy Manager file environment.

---

### swst1032

The OS is not supported.

## Explanation

The operating system does not support the specified command.

## System action

The system terminates processing.

## System administrator response

Check the operating system.

---

### swst1033

The device information file for AdvancedCopy Manager is not consistent with the system devices.

## Explanation

The contents of the AdvancedCopy Manager device information file are inconsistent with the system device configuration.

## System action

The system terminates processing.

## System administrator response

Obtain information of all devices with AdvancedCopy Manager and re-execute.

---

### swst1034

An invalid partition number was entered. Partition Number=*partitionNumber*

## Explanation

An invalid partition number was specified.

## Parameters

*partitionNumber*: Partition number

## System action

The system terminates processing.

## System administrator response

Check the partition number and re-execute.

---

### swst1035

The specified drive is not a target device of AdvancedCopy Manager.

## Explanation

The specified drive is not a target device of AdvancedCopy Manager.

## System action

The system terminates processing.

## System administrator response

Check the specified drive and re-execute.

---

### swst1036

The drive letter could not be released because it has been assigned to more than one device. Drive Letter=*drive*

## Explanation

The assignment of specified drive letter could not be canceled because it has been assigned to multiple drives.

## Parameters

*drive* : Drive letter

## System action

The system terminates processing.

## System administrator response

Check the status of drive letter assignment to the specified device and re-execute.

---

## swst1040

The drive layout information could not be obtained. Device Number=*deviceNumber*, Error=*errCode*

## Explanation

Acquisition of drive layout information failed.

## Parameters

*deviceNumber* : Device number

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Check the device status.

---

## swst1041

The device information could not be obtained. Drive Letter=*drive*, Error=*errCode*

## Explanation

Acquisition of device information failed.

## Parameters

*drive* : Drive letter

*errCode* : Error code and error location

## System action

The system terminates processing.

## System administrator response

Check the device status.

---

## swst1042

An unused drive letter was not found.

## Explanation

No free letter was available for assignment to a drive.

## System action

The system terminates processing.

## System administrator response

Make a drive letter available and re-execute.

---

### swst1043

A drive letter could not be assigned. Drive Letter=*drive*, Target Path=*pathName*, Error=*errCode*

## Explanation

Drive letter assignment failed.

## Parameters

*drive* : Drive letter

*pathName* : Character string of the target path of the drive to which a drive letter is to be assigned

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Check the device status and re-execute.

---

### swst1044

The command could not be executed because memory was insufficient.

## Explanation

Command execution failed because of a memory shortage.

## System action

The system terminates processing.

## System administrator response

Check the memory status. If there actually was a memory shortage, increase the size of memory.

---

### swst1045

A drive letter could not be released. Drive Letter=*drive*, Target Path=*pathName*, Error=*errCode*

## Explanation

Cancellation of drive letter assignment failed.

## Parameters

*drive* : Drive letter

*pathName* : Character string of the target path of the drive to which a drive letter is to be assigned

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Check the device status and re-execute.

---

### swst1046

A registry key could not be opened. Key=*keyName*, Error=*errCode*

## Explanation

An attempt to open the registry key failed.

## Parameters

*keyName* : Registry key

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Check the registry.

---

### swst1047

Device information could not be obtained. Error=*errCode*

## Explanation

Acquisition of device information failed.

## Parameters

*errCode* : Error code and error location

## System action

The system terminates processing.

## System administrator response

Check the device status.

---

### swst1048

The drive letter could not be assigned or released because another device has been mounted in a folder for the specified device.

## Explanation

A drive letter could not be assigned to or removed from the specified device because another device was mounted in the folder of the specified device.

## System action

The system terminates processing.

## System administrator response

Unmount the device from the folder of the specified device and re-execute.

---

### swst1049

The drive letter could not be assigned or released because the specified device has been mounted in a folder for another device.

## Explanation

A driver letter could not be assigned to or unassigned from the specified device because the specified device was mounted on the folder of another device.

## System action

The system terminates processing.

## System administrator response

Unmount the specified device and re-execute.



---

**swst1050**

Devices on the computer could not be scanned. Error=*errCode*

**Explanation**

An attempt to scan computer devices failed.

**Parameters**

*errCode* : Error code and error location

**System action**

The system terminates processing.

**System administrator response**

Check the status of computer devices.

---

**swst1051**

The specified volume mount point could not be found. Volume Mount Point=*mountPoint*

**Explanation**

The specified mount point could not be allocated or unallocated because it could not be found on the computer.

**Parameters**

*mountPoint* : Mount point name

**System action**

The system terminates processing.

**System administrator response**

Verify that the specified mount point exists on the computer. Specify a valid mount point and re-execute processing.

---

**swst1052**

The specified directory is not empty. Mount Point Name=*mountPoint*

**Explanation**

No mount point can be allocated to the specified directory because it is not empty.

**Parameters**

*mountPoint* : Mount point name

**System action**

The system terminates processing.

**System administrator response**

Check the specified mount point. Then, specify a valid mount point, and re-execute processing.

---

**swst3201**

Volume lock is not held.

**Explanation**

A volume is not locked.

## System administrator response

No action is needed because this message is a report only.

---

### swst3601

The corresponding physical volume does not exist. Logical Volume Name=*volumeName*

## Explanation

The corresponding physical volume does not exist.

## Parameters

*volumeName* : Name of the logical volume where an error occurred

## System action

The system terminates processing.

## System administrator response

A logical volume was deleted after it was registered with the backup management function. This volume cannot be used. Perform the following action to delete definition information accordingly.

- Appropriate action using the command:

Execute the `swstdevinfo` command. Refer to "swstdevinfo (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
  2. On the Main pane, click the target server.
  3. On the Category pane, click **Advanced Copy**.
  4. On the **Advanced Copy** pane, click **Backup Operation**.
  5. On the Main pane, check the target volume checkbox.
  6. On the Action pane, click **Release Volume Type** under **Device Types**.
- 

### swst3602

This command cannot be run because the logical volume spans multiple physical volumes. Logical Volume Name=*volumeName*

## Explanation

The command cannot be executed because a logical volume extends over multiple physical volumes.

## Parameters

*volumeName* : Name of the logical volume where an error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information of a logical volume has been changed after the volume was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly, and re-execute the command.

---

### swst3603

The configuration of this logical volume is not supported. Logical Volume Name=*volumeName*

## Explanation

The configuration of this logical volume is not supported.

## Parameters

*volumeName*: Name of the logical volume where an error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information of a logical volume was deleted after the volume was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly, and re-execute the command.

---

## swst3604

The corresponding physical volume does not exist. Volume Group Name=*vgName*

## Explanation

The corresponding physical volume does not exist.

## Parameters

*vgName*: Name of the volume group in which the error occurred

## System action

The system terminates processing.

## System administrator response

It has been deleted after the volume group was registered into the backup management function. This volume group cannot be used now. Perform the following action to delete the definition information.

- Appropriate action using the command:

Execute the `swstdevinforeset` command. Refer to "swstdevinforeset (Device information setting command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Appropriate action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Main pane, check the target volume checkbox.
6. On the Action pane, click **Release Volume Type** under **Device Types**.

---

## swst3605

This command cannot be run because the volume group spans multiple physical volumes. Volume Group Name=*vgName*

## Explanation

This command cannot be run because the volume group spans multiple physical volumes.

## Parameters

*vgName*: Name of the volume group in which the error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information for a volume group was changed after the group was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly. Then, re-execute processing.

---

### swst3606

The configuration of this volume group is not supported. Volume Group Name=*vgName*

## Explanation

The configuration of this volume group is not supported.

## Parameters

*vgName* : Name of the volume group in which the error occurred

## System action

The system terminates processing.

## System administrator response

Configuration information for a volume group was changed after the group was registered with the backup management function. Refer to "Changing Device Configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* to change device information accordingly. Then, re-execute processing.

---

### swst3607

Locking the volume failed. Please confirm that the volume is being used by other processes. Error=*errCode*, Volume Name=*volumeName*

## Explanation

Locking of the volume has failed.

## Parameters

*errCode* : Error code and error-detection point

*volumeName* : Name of the volume with an error

## System action

The system terminates processing.

## System administrator response

- If *errCode* is 2 (CreateFile), and you are operating on Windows Server 2008 or later:

The volume in which the error occurred might be offline - in this case, bring it online. Refer to "Notes about the online/offline status of disks" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on doing this.

- The *errCode* 5 (FSCTL\_LOCK\_VOLUME) occurs when a volume with an error is used by another process (i.e., an application or service). In such a case, stop the process that is using the volume with an error and re-execute. Use the handle.exe tool published at the following URL in order to identify processes that are using the volume:

<http://technet.microsoft.com/en-us/sysinternals/bb896655.aspx>

For example, to identify processes that are using the E: drive, execute "handle.exe E:" from Command Prompt.

Note that from AdvancedCopy Manager Version 14.0, in the case of *errCode* 5 (FSCTL\_LOCK\_VOLUME), a function is provided to collect data in order to identify which processes are using volume targeted for processing. This is performed by executing an investigation tool that displays a list of processes using the file handle (refer to "Volume Lock Error Investigation Function" in

the *ETERNUS SF AdvancedCopy Manager Operation Guide* for details). When this function is enabled, the tool output is saved in the files listed below. Refer to these files to identify which processes are using volume.

- Output result of handle.exe -a: *workDir\var\D2D\volumeName\_Handle\_date.txt*
- Output result of openfiles.exe /query /v: *workDir\var\D2D\volumeName\_Openfiles\_date.txt*
- Output result of tasklist.exe /v: *workDir\var\D2D\volumeName\_Tasklist-v\_date.txt*
- Output result of tasklist.exe /svc: *workDir\var\D2D\volumeName\_Tasklist-svc\_date.txt*
- Output result of net.exe start: *workDir\var\D2D\volumeName\_Net-start\_date.txt*
- Output result of mountvol.exe: *workDir\var\D2D\volumeName\_Mountvol\_date.txt*

The *volumeName* indicates AdvancedCopy Manager device name or OS volume name.

Refer to the following items in "General notes" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for the conditions that prevent locking and the action required:

- "Running software"
- "Notes on copying data "
- "Notes on using the OS volume shadow copy function"

A lock processing error may occur because of a temporary conflict between the volume that was accessed by the other process and the volume lock processing of AdvancedCopy Manager. In this event, work around the error by changing LockRetryNumber and LockRetryInterval in the volume locking specification file that is used. Then, with LockForceMode set to on, the mounting of the volume is forcibly canceled and the lock processing can continue in a state in which all file handles of the other process are invalid. Refer to the following in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the volume lock file operation specification file:

- "Transaction volume locking specification file for backups"
- "Backup volume locking specification file for backups"
- "Backup-restored volume locking specification file"

- If *errorCode* 5 (CreateFile) occurs:

In the EC operation, the backup volume may have been locked by other process of AdvancedCopy Manager. Check the lock status of the volume executing the *swstvollockstat* command. Refer to "*swstvollockstat* (Locked-volume information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the command.

If the backup volume is not locked, execute the processing again.

If the backup volume is locked, perform the following action.

- Appropriate action using the command:

Execute the *swstvolunlock* command or *swstsrsemch* command to unlock the backup volume. Refer to the following manuals for information on the commands:

"*swstvolunlock* (Volume unlock command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*  
"*swstsrsemch* (Resource match command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- Appropriate action using the Web Console:

Perform the following procedures to adjust the resource.

1. On the global navigation tab, click **Server**.
2. On the Main pane, click the target server.
3. On the Category pane, click **Advanced Copy**.
4. On the **Advanced Copy** pane, click **Backup Operation**.
5. On the Action pane, click **Error Recovery** under **Maintenance**.  
The information input screen is displayed.
6. Enter the necessary information, and then click **Recovery**.

If the above actions cannot handle this error, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swst3608

The setting value of the lock specification file is incorrect. File Name=*fileName*, Section Name=*sectionName*, Key Name=*keyName*, Value=*value*

#### Explanation

A setting value is invalid in the volume locking specification file used.

#### Parameters

*fileName* : Name of the volume locking specification file with an error

*sectionName* : Name of the section with an error

*keyName* : Name of the erroneous item

*value* : Setting value of the erroneous item

#### System action

The system terminates processing.

#### System administrator response

Refer to the following in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*, and confirm that the volume lock operation specification file is described correctly:

- "Transaction volume locking specification file for backups"
- "Backup volume locking specification file for backups"
- "Backup-restored volume locking specification file"

---

### swst3609

Dismounting the volume failed. Error=*errCode*, Volume Name=*volumeName*

#### Explanation

Cancellation of volume mounting failed.

#### Parameters

*errCode* : Error code and error-detection point

*volumeName* : Name of the volume with an error

#### System action

The system terminates processing.

#### System administrator response

Check the following to determine if either of the following was true at the time this error occurred:

- The volume could not be recognized from the operating system.
- The volume was locked by another process.

If neither was true, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst3610

The specified volume is currently in use. Volume Name=*volumeName*

## Explanation

The specified volume is being used by another process.

## Parameters

*volumeName*: Name of the volume with an error

## System action

The system terminates processing.

## System administrator response

Wait until the processing of this volume by another command has completed.

---

### swst3612

An error occurred in the process of locking a volume of the communication service. Error=*errCode*

## Explanation

An error occurred during processing for obtaining a communication service lock.

## Parameters

*errCode*: Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.4 Error codes of volume lock function in Windows](#)" to take action according to the instructions for *errCode*. Then, re-execute the processing.

---

### swst3613

An error occurred in the process of unlocking a volume of the communication service. Error=*errCode*

## Explanation

An error occurred during the process of releasing a communication service lock.

## Parameters

*errCode*: Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.4 Error codes of volume lock function in Windows](#)" to take action according to the instructions for *errCode*. Then, re-execute the processing.

---

### swst3614

An error occurred in the process of acquiring a lock status of the communication service. Error=*errCode*

## Explanation

An error occurred during processing for obtaining communication service lock information.

## Parameters

*errCode*: Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.4 Error codes of volume lock function in Windows](#)" and take action according to the instructions for *errCode*. Then, re-execute the processing.

---

### swst3616

The GDS volume should be the same size.

## Explanation

GDS volumes must all be the same size.

## System action

The system terminates processing.

## System administrator response

Specify a copy destination volume that is the same size as the copy source volume.

---

### swst3617

The shadow class in SDX object cannot be used. Class Name=*className*

## Explanation

An SDX object in the shadow class cannot be used.

## Parameters

*className* : Class name

## System action

The system terminates processing.

## System administrator response

Specify an SDX object that is not in the shadow class.

---

### swst3618

The SDX object of the stripe type cannot be used. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

An SDX object of the stripe type cannot be used.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Specify an SDX object of the single or mirror type.

---

### swst3619

The SDX object of the concatenation type cannot be used. Class Name=*className*, SDX Object Name=*objectName*



## Explanation

An SDX object of the concatenation type cannot be used.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Specify an SDX object of the single or mirror type.

---

### swst3620

This option cannot be used for volume which is not SDX object. Option=*option*

## Explanation

This option can be used only for SDX object volumes.

## Parameters

*option* : Specified option

## System action

The system terminates processing.

## System administrator response

Specify this option only for SDX object volumes.

---

### swst3621

It failed in running synchronization process. GDS Command=*command*

## Explanation

Starting synchronous processing failed.

## Parameters

*command* : GDS command in which the error occurred

## System action

The system terminates processing.

## System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

### swst3622

It failed in resume synchronization process. GDS Command=*command*

## Explanation

Restarting synchronous processing failed.

## Parameters

*command* : GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

#### **swst3623**

It failed in suspend synchronization process. GDS Command=*command*

### Explanation

Suspending synchronous processing failed.

### Parameters

*command*: GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

#### **swst3624**

It failed in running snapshot process. GDS Command=*command*

### Explanation

Starting snapshot processing failed.

### Parameters

*command*: GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

#### **swst3625**

It failed in stopping copy process. GDS Command=*command*

### Explanation

Stopping the copy processing failed.

### Parameters

*command*: GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

## swst3626

It failed in cancel copy process. GDS Command=*command*

### Explanation

Cancelling of copy processing failed.

### Parameters

*command*: GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute the processing.

---

## swst3627

It failed in running restore process. GDS Command=*command*

### Explanation

Restoration failed.

### Parameters

*command*: GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

If the output message is one of the following, then either a backup volume is being copied to a transaction volume by EC, or a backup volume is in the equivalency maintain state, or a backup volume is suspended. In this event, execute the `swstcancelsync` command to cancel all EC sessions set in the transaction volume.

- *transactionVolumeName*: copying with EC
  - *backupVolumeName*: joined to master volume *transactionVolumeName*
  - *transactionVolumeName*: related to proxy volume *backupVolumeName* with EC
- 

## swst3628

It failed in cancel restore process. GDS Command=*command*

### Explanation

Cancelling of restoration failed.

### Parameters

*command*: GDS command in which the error occurred

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

**swst3629**

It failed in remove proxy. GDS Command=*command*

**Explanation**

Releasing the proxy failed.

**Parameters**

*command*: GDS command in which the error occurred

**System action**

The system terminates processing.

**System administrator response**

Take action according to the message output immediately prior to this message, and re-execute processing.

---

**swst3630**

Failed to execute the GDS command. Command=*command*

**Explanation**

Executing a GDS command failed.

**Parameters**

*command*: GDS command in which the error occurred

**System action**

The system terminates processing.

**System administrator response**

Take action according to the message output immediately prior to this message, and re-execute processing.

---

**swst3631**

It failed in active volume. Class Name=*className*, Volume Name=*volumeName*

**Explanation**

Starting a volume failed.

**Parameters**

*className*: Class name

*volumeName*: Volume name

**System action**

The system terminates processing.

**System administrator response**

Take action according to the message output immediately prior to this message, and re-execute processing.

---

**swst3632**

It failed in stopping volume. Class Name=*className*, Volume Name=*volumeName*

**Explanation**

Stopping of a volume failed.

## Parameters

*className* : Class name

*volumeName* : Volume name

## System action

The system terminates processing.

## System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### swst3633

A SDX object information could not be acquired. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

Obtaining SDX object information failed.

## Parameters

*className* : Class name

*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Check the SDX object status.

---

### swst3634

Because the relation between Master and Proxy has been established between source object and target object, the Run of the copy processing cannot be done. Class Name=*className*, Source Object Name=*srcObjectName*, Target Object Name=*dstObjectName*

## Explanation

Copy processing cannot be executed because a master-and-proxy relationship has been established between the copy source object and the copy destination object.

## Parameters

*className* : Class name

*srcObjectName* : Source object name

*dstObjectName* : Destination object name

## System action

The system terminates processing.

## System administrator response

Specify objects that have no master-and-proxy relationship.

---

### swst3635

Copy processing cannot be executed because it belongs to disk group as which two volume is the same. Disk Group Name=*groupName*

## Explanation

Copy processing cannot be executed because two volumes belong to the same disk group.

## Parameters

*groupName* : Disk group name

### System action

The system terminates processing.

### System administrator response

Specify a volume in a different disk group. Execute the `sdxinfo` command to check the disk group to which a volume belongs.

---

### swst3636

Copy processing cannot be executed because the target object is a master object of other Proxy. Class Name=*className*, Target Object Name=*dstObjectName*, Proxy Object Name of Target Object=*proxyObjectName*

### Explanation

Copy processing cannot be executed because the copy destination object becomes the master object of another proxy.

### Parameters

*className* : Class name

*dstObjectName* : Destination object name

*proxyObjectName* : Proxy object name

### System action

The system terminates processing.

### System administrator response

Make sure that the copy destination object is not the copy source of another SDX object.

---

### swst3637

Copy processing cannot be executed because the total number of slices comprising the master volume, and the slices comprising the proxy volume that is related to the master volume, must not exceed thirty-two. Class Name=*className*, Source Volume Name=*volumeName*

### Explanation

Copy processing cannot be executed because the number of slices that constitute a copy source volume and the number of slices that constitute all copy destination volumes linked to the copy source volume add up to a total of 33 or more.

### Parameters

*className* : Class name

*volumeName* : Source volume name

### System action

The system terminates processing.

### System administrator response

Reduce the total number of slices so that they do not exceed 32.

---

### swst3638

Copy processing cannot be executed because the source object is a proxy object of other Master. Class Name=*className*, Source Object Name=*srcObjectName*, Master Object Name of Source Object=*masterObjectName*

### Explanation

Copy processing cannot be executed because the copy source object becomes the proxy object of another master.

## Parameters

*className* : Class name  
*srcObjectName* : Source object name  
*masterObjectName* : Master object name

## System action

The system terminates processing.

## System administrator response

Make sure that the copy source object is not the copy destination of another SDX object.

---

### swst3639

Copy processing cannot be executed because copying slice exists. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

Copy processing cannot be executed because a slice is being copied.

## Parameters

*className* : Class name  
*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Wait for the copying of the slice to be completed, and re-execute processing.

---

### swst3640

Copy processing cannot be executed because temporarily detach slice exists. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

Copy processing cannot be executed because a slice is in the temporary isolation state.

## Parameters

*className* : Class name  
*objectName* : SDX object name

## System action

The system terminates processing.

## System administrator response

Incorporate the slice in the temporary isolation state, and re-execute processing.

---

### swst3641

Processing cannot be executed because source volume status of INVALID. Class Name=*className*, Source Volume Name=*volumeName*

## Explanation

Processing cannot be executed because the copy source volume is in the INVALID state.

## Parameters

*className* : Class name  
*volumeName* : Source volume name

## System action

The system terminates processing.

## System administrator response

Use another normal volume to restore the copy source volume. Alternatively, refer to the *PRIMECLUSTER(TM) Global Disk Services Guide* to restore the copy source volume.

---

### swst3642

Processing cannot be executed because the relation between master and proxy of source object and target object is not the part status. Class Name=*className*, Master Object Name=*masterObjectName*, Proxy Object Name=*proxyObjectName*

## Explanation

Processing cannot be executed because the master-and-proxy relationship between the copy source object and the copy destination object is not in the separation state.

## Parameters

*className* : Class name  
*masterObjectName* : Master object name  
*proxyObjectName* : Proxy object name

## System action

The system terminates processing.

## System administrator response

Check the states of the copy source object and copy destination object.

---

### swst3643

The target object cannot use a hardware copy function because of mirror composition. Class Name=*className*, Target Object Name=*dstObjectName*

## Explanation

The hardware copy function cannot be used because the copy destination object has a mirroring configuration.

## Parameters

*className* : Class name  
*dstObjectName* : Destination object name

## System action

The system terminates processing.

## System administrator response

Specify the `-Xgds-softcopy` option, and use the GDS software copy function.

---

### swst3644

A hardware copy function cannot be used because it belongs to the mirror group that a lower level group is connected. Class Name=*className*, SDX Object Name=*objectName*

## Explanation

The hardware copy function cannot be used because a lower-level group belongs to a connected mirror group.

## Parameters

*className* : Class name  
*objectName* : SDX object name



### System action

The system terminates processing.

### System administrator response

Specify the `-Xgds-softcopy` option, and use the GDS software copy function.

---

### swst3645

The specified volume is an error in GDS. Master Volume Name=*masterVolume*, Proxy Volume Name=*proxyVolume*

### Explanation

An error occurred at GDS of the specified volume.

### Parameters

*masterVolume* : Master volume name

*proxyVolume* : Proxy volume name

### System action

The system terminates processing.

### System administrator response

After eliminating the cause of the error that occurred at GDS, take action as follows:

- If backup synchronous processing was being executed, execute the `swstcancelsync` command to cancel the backup synchronous processing.
  - If snapshot-type backup was being executed, execute the `swsthistdel` command to delete backup history information.
  - If restoration was being executed, execute the `swstrsemitch` command.
- 

### swst3646

A GDS Information could not be acquired.

### Explanation

Obtaining GDS information failed.

### System action

The system terminates processing.

### System administrator response

Take action according to the message output immediately prior to this message, and re-execute processing.

---

### swst3647

The device is excluded. Device Name=*deviceName*

### Explanation

The relevant device is being used by another command of AdvancedCopy Manager.

### Parameters

*deviceName* : Device name

### System action

The system terminates processing.

## System administrator response

Wait until the processing by another command for the relevant device is finished.

---

### swst3648

The Loggroup that the device belongs to is excluded. Loggroup Name=*logGroupName*, Device Name=*deviceName*

## Explanation

A switch switch-type SDX object cannot be used.

## Parameters

*logGroupName* : Log group name

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Wait until the processing by another command for the log group containing the relevant device is finished.

---

### swst3649

A device include in the Loggroup is excluded. Loggroup Name=*logGroupName*, Device Name=*deviceName*

## Explanation

The relevant device included in the log group is being used by another command of AdvancedCopy Manager.

## Parameters

*logGroupName* : Log group name

*deviceName* : Device name

## System action

The system terminates processing.

## System administrator response

Wait until the processing by another command for the relevant device included in the log group is finished.

---

### swst3650

The Loggroup is excluded. Loggroup Name=*logGroupName*

## Explanation

The relevant log group is being used by another command of AdvancedCopy Manager.

## Parameters

*logGroupName* : Log group name

## System action

The system terminates processing.

## System administrator response

Wait until the processing by another command for the relevant log group is finished.

---

### swst3652

The SDX object of the switch type cannot be used. Class Name=*className*, SDX Object Name=*objectName*

### Explanation

An SDX object of the switch type cannot be used.

### Parameters

*className* : Class name

*objectName* : SDX object name

### System action

The system terminates processing.

### System administrator response

Specify an SDX object of the single or mirror type.

---

## swst3653

This function cannot be used for SDX object.

### Explanation

The SDX object cannot use this function.

### System action

The system terminates processing.

### System administrator response

Specify an object other than an SDX object.

---

## swst3654

The feature not supported in this disk array device. Function Name=*function*

### Explanation

This ETERNUS Disk storage system does not support the displayed function.

### Parameters

*function* : Function name. Any of the following function names is displayed:

Displayed Strings	Function Name
Mode Change	Mode change function
Stack Mode	Stack mode function
Consistency Mode	Consistency mode function
Reverse	Synchronous processing reverse function

### System action

The system terminates processing.

### System administrator response

Check if this ETERNUS Disk storage system supports the function shown in *function*.

---

## swst3670

The specified volume is not MBR disk. Volume Name=*volumeName*

### Explanation

The specified volume is not an MBR disk.

## Parameters

*volumeName* : Name of volume that issued the error

## System action

The system terminates processing.

## System administrator response

Specify an MBR disk, then re-execute.

---

### swst3671

Failed to update disk layout information. Error=*errCode*, Disk Name=*diskName*

## Explanation

Update of disk management information failed.

## Parameters

*errCode* : Error code and location where error was detected

*diskName* : Name of logical unit (disk) that issued the error

## System action

The system terminates processing.

## System administrator response

Check the status of the Logical Unit (disk) that issued the error, then re-execute.

---

### swst3672

Cannot open device. Error=*errCode*, Device Name=*deviceName*

## Explanation

The disk cannot be opened.

## Parameters

*errCode* : Error code and location where error was detected

*deviceName* : Name of device that issued the error

## System action

The system terminates processing.

## System administrator response

Check the status of the device that issued the error, then re-execute.

---

### swst3673

Checking file system failed. Error=*errCode*, Volume Name=*volumeName*

## Explanation

Checking of the file system failed.

## Parameters

*errCode* : Error code and location where error was detected

*volumeName* : Name of volume where error occurred

## System action

The system terminates processing.

## System administrator response

If either of the following applies, check the volume status:

- If the operating system cannot recognize the volume
- If the volume has been locked by another process

If none of the above applies, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst3675

An error occurred in the Configuration Management API. API Name= *api*, Reason Code= *errCode*

### Explanation

An error occurred in the Configuration Management API.

### Parameters

*api* : Name of API where the error occurred

*errCode* : Code of the error that occurred

### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst3676

There is no Snap Data Pool.

### Explanation

Snap Data Pool is not set up in the object storage device.

### System action

The system terminates processing.

## System administrator response

Use a storage device with Snap Data Pool set up.

---

## swst3677

It is not Snap Data Volume. Volume= *volumeName*

### Explanation

The object device is not Snap Data Volume.

### Parameters

*volumeName* : Name of the volume in which an error occurred or logical unit number of the ETERNUS Disk storage system

### System action

The system terminates processing.

## System administrator response

Specify Snap Data Volume.

---

**swst3678**

The number of command Argument is incorrect.

**Explanation**

The specified command contains an invalid argument.

**System action**

The system terminates processing.

**System administrator response**

Re-enter the command with a valid argument specified.

---

**swst3679**

The license is not registered. Volume Name=*volumeName*, Serial Number =*serialNumber*, Copy Type=*copyType*

**Explanation**

The license that can use OPC/QuickOPC/SnapOPC/SnapOPC+/EC for storage device that has the specified volume is not registered in the license management function.

**Parameters**

*volumeName*: Volume name

*serialNumber*: Serial number

*copyType*: Copy type

**System action**

The system terminates processing.

**System administrator response**

Register the license that can use OPC/QuickOPC/SnapOPC/SnapOPC+/EC for storage device that has the specified volume in the license management function.

---

**swst3680**

License Manager is not installed.

**Explanation**

The program of the license management function has not been installed.

The system environment may be broken.

**System action**

The system terminates processing.

**System administrator response**

Install the ETERNUS SF Manager again.

---

**swst3681**

The license information could not be acquired. Serial Number=*serialNumber*, Error=*errCode*, Detail=*detail*

**Explanation**

The incense information could not be acquired.

## Parameters

*serialNumber* : Serial number  
*errCode* : Error code  
*detail* : Detailed error information

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swst3682

The device information could not be acquired. Device Name=*deviceName*, Error= *errCode*, Detail=*detail*

## Explanation

The device information could not be acquired.

## Parameters

*deviceName* : Device name  
*errCode* : Error code  
*detail* : Detailed error information

## System action

The system terminates processing.

## System administrator response

Check the device status.

- If "User error occurred.[*xxxx*]" is displayed at *detail* in this message:

Take actions according to swst*xxxx* message. (Note that *xxxx* does not contain "swst".)

- If "STX error occurred.[*error*]" is displayed at *detail* in this message:

Refer to "[A.4 Detail error messages of ETERNUS Disk storage system](#)" for the information on *error* to take appropriate actions.

---

### swst3901

Flushing file system buffers failed. Error=*errCode*, Volume Name=*volumeName*

## Explanation

Flushing of the file system buffer failed.

## Parameters

*errCode* : Error code and error-detection point  
*volumeName* : Erroneous volume name

## System action

The system terminates processing.

## System administrator response

- When operating on Windows Server 2008 or later, check that the transaction volume or backup volume is online. If the volume in which an error occurred is offline, make its volume online. Refer to "Notes about the online/offline status of disks" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)* for information on the method of the appropriate action.

- If there are no file systems or unsupported file systems on the volume in which an error occurred, flushing of the file system buffer may fail. Check the status of file systems.
- The volume in which an error occurred may be locked. When the volume is locked, flushing of the file system buffer failed.

The volume may be locked in order to protect its volume. Check whether the operation to be executed is correct.

The volume may be locked by other operation of AdvancedCopy Manager.

Refer to "Pre-processing and Post-processing of Backup and Restoration" and "Pre-processing and Post-processing of Replication" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for details.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swst8901

This command arguments are incorrect.

### Explanation

The command arguments are incorrect.

### System action

The system terminates processing.

### System administrator response

Do not execute this command. Execute the cluster unsetup command to unsetup the cluster setting.

Specify the correct argument to the command, if the cluster setup has been done by the method of "Solaris/Linux/HP-UX version cluster setup" in the *ETERNUS SF Cluster Environment Setup Guide*.

---

## swst8902

Failed to open the cluster environment setting file. Filename=*fileName*

### Explanation

The cluster environment setting file (clsetup.ini) could not be opened.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Check for the presence of the file and the access permission. Then, re-execute the command.

---

## swst8903

Failed to read the cluster environment setting file. Filename=*fileName*, Section=*sectionName*, Key=*keyName*

### Explanation

The cluster environment setting file (clsetup.ini) could not be read.

### Parameters

*fileName* : File name

*sectionName* : Section name

*keyName* : Key name



### System action

The system terminates processing.

### System administrator response

Check the access permission and the correctness of the file data. Then, re-execute the command.

---

#### swst8904

Failed to open the registry. Registry=*registry*, Key=*keyName*, Error=*errCode*

### Explanation

The registry could not be opened.

### Parameters

*registry* : Registry

*keyName* : Key name

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

#### swst8905

Failed to read the registry. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

### Explanation

The registry could not be read.

### Parameters

*registry* : Registry

*keyName* : Key name

*value* : Value name

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

#### swst8906

Failed to open the cluster setting definition file. Filename=*fileName*

### Explanation

The cluster setting define file could not be opened.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

## System administrator response

Check for the presence of the cluster setting definition file shown in *fileName* and the access permission. Then, re-execute the command.

---

### swst8907

Failed to read the cluster setting definition file. Filename=*fileName*, Line=*lineNumber*, Value=*value*

## Explanation

The cluster setting definition file could not be read.

## Parameters

*fileName* : File name

*lineNumber* : Line number

*value* : Data

## System action

The system terminates processing.

## System administrator response

The cluster setting definition file shown in *fileName* may be corrupt. Replace the cluster setting definition file with the file that was originally installed, and re-execute the command.

---

### swst8908

The directory does not exist. Directory=*dirName*

## Explanation

The directory could not be found.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Check for the presence of the directory and the access permission. Then, re-execute the command.

---

### swst8909

Failed to copy the directory. Source Directory=*srcDirName*, Target Directory=*dstDirName*

## Explanation

The directory could not be copied.

## Parameters

*srcDirName* : Source directory for copying

*dstDirName* : Destination directory for copying

## System action

The system terminates processing.

## System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

**swst8910**

Failed to delete the directory. Directory=*dirName*

**Explanation**

The directory could not be deleted.

**Parameters**

*dirName* : Directory name

**System action**

The system terminates processing.

**System administrator response**

Check for the presence of the directory and the access permission. Then, re-execute the command.

---

**swst8911**

Failed to move the directory. Source Directory=*srcDirName*, Target Directory=*dstDirName*

**Explanation**

The file could not be moved.

**Parameters**

*srcDirName* : Source directory for moving

*dstDirName* : Destination directory for moving

**System action**

The system terminates processing.

**System administrator response**

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

**swst8912**

Failed to create a directory. Directory=*dirName*

**Explanation**

The directory could not be created.

**Parameters**

*dirName* : Directory name

**System action**

The system terminates processing.

**System administrator response**

Check the access permission and the free disk space. Then, re-execute the command.

---

**swst8913**

Failed to copy the file. Source Filename=*srcFileName*, Target Filename=*dstFileName*

**Explanation**

The file could not be copied.

## Parameters

*srcFileName* : Source file for copying  
*dstFileName* : Destination file for copying

## System action

The system terminates processing.

## System administrator response

Check for the presence of the file and the access permission. Then, re-execute the command.

---

### swst8914

Failed to delete the file. Filename=*fileName*

## Explanation

The file could not be deleted.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check for the presence of the file and the access permission. Then, re-execute the command.

---

### swst8915

Failed to move the file. Source Filename=*srcFileName*, Target Filename=*dstFileName*

## Explanation

The file could not be moved.

## Parameters

*srcFileName* : Source file for moving  
*dstFileName* : Destination file for moving

## System action

The system terminates processing.

## System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

### swst8916

Failed to create a link. Source Path=*srcPathName*, Target Path=*dstPathName*

## Explanation

The link could not be created.

## Parameters

*srcPathName* : Link source  
*dstPathName* : Link target

## System action

The system terminates processing.

### System administrator response

Check for the presence of the directory, the access permission, and the free disk space. Then, re-execute the command.

---

### swst8917

The command could not be called or the command failed. Command Line=*commandLine*

### Explanation

The command could not be executed or command failed.

### Parameters

*commandLine* : Command line

### System action

The system terminates processing.

### System administrator response

Check for the presence of the command shown in *commandLine*.

# Chapter 16 Messages of swstf prefix

## swstf2001

The AdvancedCopy Manager registry could not be accessed.

### Explanation

Access to the registry of AdvancedCopy Manager failed.

### System action

The system terminates processing.

### System administrator response

Check the existence of the following files.

- For Solaris or Linux:
  - For non-clustered systems:  
`/etc/opt/swstorage/swstg.ini`
  - For clustered systems:  
`/etc/opt/swstorage/logicalNodeName/swstg.ini`
- For Windows:
  - For non-clustered systems:  
`envDir\etc\swstg.ini`
  - For clustered systems:  
`sharedDrive:\\etc\opt\swstorage\etc\swstg.ini`

In the case other than above, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

## swstf2002

There was a memory shortage.

### Explanation

A memory shortage occurred.

### System action

The system terminates processing.

### System administrator response

Check how much space is available in memory. If there is insufficient free space, increase the amount of memory.

## swstf2004

The repository could not be accessed. (SQL error)

### Explanation

Access to the repository ended in failure.

### System action

The system terminates processing.

## System administrator response

Refer to the following manual and take appropriate action, then re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2005

The repository could not be accessed.

## Explanation

It failed to access the repository.

## System action

The system terminates processing.

## System administrator response

Refer to the following manual and take appropriate action, then re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2007

The repository could not be accessed (a transaction start error).

## Explanation

The repository is not activated, or access to the repository has failed.

## System action

The system terminates processing.

## System administrator response

If the repository is not active, refer to the following manual and start RDB daemon (or service).

- For Solaris or Linux:

"Starting and Stopping the RDB Daemon" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows:

"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If the services are already active, refer to the following manual and take appropriate action, then re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2008

The repository could not be accessed. (transaction finishing error)

## Explanation

It failed to access the repository.

## System action

The system terminates processing.

## System administrator response

Refer to the following manual and take appropriate action, then re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf2101

An internal inconsistency error occurred in Configuration Management. (*code1*, *code2*)

## Explanation

An internal inconsistency occurred in the configuration management.

## Parameters

*code1* : Internal code 1

*code2* : Internal code 2

## System action

The system terminates processing.

## System administrator response

If this error occurred when collecting or reflecting information for a specified device, perform the following action to check if the device for which addition is instructed has already been registered.

If the device is already registered, the addition instruction need not be executed.

- Action using command:

Execute the `stgxfwcmdispdev` command. Refer to "stgxfwcmdispdev (Device information display command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

- Action using the Web Console:

1. On the global navigation tab, click **Server**.  
The registered servers are displayed on the Main pane.
2. On the Main pane, check the target server checkbox.
3. On the Category pane, click **Device**.  
The device list is displayed on the Main pane.

If the above did not cause the error, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf2102

The repository did not start.

## Explanation

The repository has not been activated.

## System action

The system terminates processing.

## System administrator response

Refer to the following manual and start RDB daemon (or service).



- For Solaris or Linux:

"Starting and Stopping the RDB Daemon" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows:

"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2103

The repository could not be accessed (*sqlState*).

#### Explanation

Access to the repository ended in failure.

#### Parameters

*sqlState* : SQLSTATE

#### System action

The system terminates processing.

#### System administrator response

Refer to the following manual and take appropriate action, then re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2104

Maximum number of connections to repository exceeded. *code*

#### Explanation

The number of connections to the repository exceeds the limit.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Wait a few minutes and then re-execute processing.

If you still have a problem, refer to the following manual and take appropriate action. Then, re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2107

The Storage Server Data is inconsistent.

#### Explanation

The information in the repository is inconsistent.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2108

AdvancedCopy Manager registry could not be accessed.

## Explanation

It failed to access the registry.

## System action

The system terminates processing.

## System administrator response

Check the existence of the following files.

- For Solaris or Linux:
  - For non-clustered systems:  
`/etc/opt/swstorage/swstg.ini`
  - For clustered systems:  
`/etc/opt/swstorage/logicalNodeName/swstg.ini`
- For Windows:
  - For non-clustered systems:  
`envDir\etc\swstg.ini`
  - For clustered systems:  
`sharedDrive:\\etc\opt\swstorage\etc\swstg.ini`

In the case other than above, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2109

Storage Management Server unable to delete server.

## Explanation

The Management Server information cannot be deleted.

## System action

The system terminates processing.

## System administrator response

No response is required.

---

### swstf2110

Server data inaccessible.

## Explanation

The Managed Server failed to obtain the server information.

### System action

The system terminates processing.

### System administrator response

Check the state on the Managed Server side.

---

### swstf2111

Connection to Storage Server failed.

### Explanation

Connection to the Managed Server ended in failure.

### System action

The system terminates processing.

### System administrator response

- Check that the Managed Server communication daemon or communication service has been started.

If started, check that the port number is correct.

- Note that the cause of this message may be the network environment settings.

In particular, check that the network settings do not prevent communication with the Managed Server. For example, check that unnecessary port filtering settings are not set by the firewall.

Refer to "Port number setting" in "Setup of AdvancedCopy Manager's agent" in the *ETERNUS SF Installation and Setup Guide* for the port numbers required in order to communicate with Managed Servers.

- Check whether the IP address has changed. If the IP address has changed, change the IP address being managed by AdvancedCopy Manager. Refer to "Changing the Operating Environment" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on change methods.
- 

### swstf2112

Library could not be accessed.

### Explanation

An error occurred while reading the library used for configuration management.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2113

Code conversion error occurred.

### Explanation

An error occurred during the code conversion. Unsupported code is included.

### System action

The system terminates processing.

## System administrator response

- If this message appears when a server is added:  
Change the server name and register it again.
- If it is output when device information is being registered:  
The mount-point name includes an unauthorized code. Change the mount-point name.

---

### swstf2114

Storage Server unmanageable.

## Explanation

The specified Managed Server cannot be managed. An attempt was made to register the Managed Server whose version is later than that of the Management Server.

## System action

The system terminates processing.

## System administrator response

Upgrade the Management Server.

---

### swstf2115

Server cannot be modified.

## Explanation

The server information was not updated; one of the following modification attempts failed:

- Downgrading the Managed Server.
- Modifying a server defined as a Management Server to a Managed Server.
- Modifying a server defined as a Managed Server to a Management Server.

## System action

The system terminates processing.

## System administrator response

Correct the cause and try again.

---

### swstf2116

Specified device does not exist.

## Explanation

The device selected for update of the specific device is not subject to management.

## System action

The system terminates processing.

## System administrator response

Check the latest information, and then re-execute by specifying the existence device.

---

### swstf2117

Specified server does not exist.

### Explanation

The specified server is not subject to management.

### System action

The system terminates processing.

### System administrator response

Check the latest information, and then re-execute by specifying the existence device.

---

## **swstf2118**

Server data in Storage Server could not be modified.

### Explanation

Update of server information ended in failure when a server was added, deleted, or updated. Possible causes are listed below:

- The communication daemon running on the Managed Server has not been activated.
- An invalid IP address or port number was specified when adding or updating the server.

### System action

The system terminates processing.

### System administrator response

Correct the cause and try again.

---

## **swstf2119**

The IP address already exists.

### Explanation

The same IP address is already registered.

### System action

The system terminates processing.

### System administrator response

Check the latest server information.

---

## **swstf2120**

Server already exists.

### Explanation

The same server name is already registered.

### System action

The system terminates processing.

### System administrator response

Change the server name and try again.

---

## **swstf2121**

Device Data unobtainable.

### Explanation

The Managed Server failed to obtain the device information.

### System action

The system terminates processing.

### System administrator response

Check the status on the Managed Server side.

Check whether the Managed Server daemon or service is activated.

If the Managed Server daemon or service is activated, then refer to "[A.5 Detail error messages of device information acquisition](#)", and make sure that no error has occurred during acquisition of device information.

---

### swstf2122

Memory is insufficient.

### Explanation

There is insufficient free space in memory.

### System action

The system terminates processing.

### System administrator response

Check how much space is available in memory. If there is insufficient free space, install more memory.

---

### swstf2123

Storage Server unmanageable. This is because the hostname includes an unsupported character.

### Explanation

The target server cannot be managed because the host name of the target server includes an unsupported character (ie, a character other than one-byte alphanumeric characters, -, \_, #, or .) or it does not begin with a one-byte alphanumeric character.

### System action

The system terminates processing.

### System administrator response

- If this error occurs when the Management Server is being registered (DB setup):

Change the OS host name and re-execute.

- If this error occurs when the Managed Server is being registered:

When the host name is used as the server name, change the OS host name and then re-execute.

When a name that is different from the host name can be used as the server name, specify the different name and re-execute.

---

### swstf2124

Another Storage Management Server cannot be managed.

### Explanation

An attempt was made to manage a Management Server, but there can be only one Management Server in the system.

### System action

The system terminates processing.

### System administrator response

Check whether the IP addresses or port numbers for the Management Server or Management Server transaction were specified by mistake when a server was added.

Management Servers and Management Server transaction are registered during Management Server customization and the cluster setup for Management Server transaction, and so there is no need to register them again.

Additionally, if a new machine is operated as a Management Server, it cannot be registered as a Management Server in the same management system.

---

#### **swstf2401**

AdvancedCopy Manager registry updated.

#### **Explanation**

The registry of the Management Server has been updated normally.

#### **System action**

The system completes processing.

#### **System administrator response**

No response is required.

---

#### **swstf2402**

usage:stgcmmodnode [-i IP-Address] [-n Server-Name] [-p Port-Number]

#### **Explanation**

The command was used incorrectly.

#### **System action**

The system terminates processing.

#### **System administrator response**

Confirm the correct usage of the command and try again.

---

#### **swstf2403**

User is a non root user.

#### **Explanation**

- For Solaris, Linux, HP-UX, or AIX:

The command was executed by a user other than the root user.

- For Windows:

The command was executed by a user other than Administrators group of member.

#### **System action**

The system terminates processing.

#### **System administrator response**

- For Solaris, Linux, HP-UX, or AIX:

Please perform as the root user.

- For Windows:

Please perform as a user who belongs to an Administrators group.

---

#### **swstf2404**

Storage Server Type unobtainable.

## Explanation

The server type could not be obtained.

## System action

The system terminates processing.

## System administrator response

For clustered systems, check that the command is executed with the environment variable SWSTGNODE set correctly. For non-clustered systems, check that the command is not executed in the incorrect state, that is, with the environment variable SWSTGNODE set. If the setting is incorrect, correct the setting, then re-execute.

For clustered systems, check that the cluster service or cluster group to which the targeted AdvancedCopy Manager transaction belongs is being executed at an active node.

If the transaction is being executed at an inactive node, re-execute at an active node.

If the above does not apply, check that the following files exist:

- For Solaris, Linux, HP-UX, or AIX:
  - For non-clustered systems:  
`/etc/opt/swstorage/swstg.ini`
  - For clustered systems:  
`/etc/opt/swstorage/logicalNodeName/swstg.ini`
- For Windows:
  - For non-clustered systems:  
`envDir\etc\swstg.ini`
  - For clustered systems:  
`sharedDrive\etc\opt\swstorage\etc\swstg.ini`

In all other cases, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf2405

Storage Management Server unable to modify server name with this command.

## Explanation

The Management Server cannot modify the server name with the Management Server information change command.

## System action

The system terminates processing.

## System administrator response

Specify the IP address or port number and then execute the command.

To change the server name of Management Server, use the Server information change command.

---

## swstf2406

AdvancedCopy Manager registry does not exist.

## Explanation

The registry of AdvancedCopy Manager does not exist.



## System action

The system terminates processing.

## System administrator response

For clustered systems, check that the command is executed with the environment variable SWSTGNODE set correctly. For non-clustered systems, check that the command is not executed in the incorrect state, that is, with the environment variable SWSTGNODE set.

If the setting is incorrect, correct the setting, then re-execute.

For clustered systems, check that the cluster service or cluster group to which the targeted AdvancedCopy Manager transaction belongs is being executed at an active node.

If being executed at an inactive node, re-execute at an active node.

If the above does not apply, check that the following files exist:

- For Solaris, Linux, HP-UX, or AIX:
  - For non-clustered systems:  
`/etc/opt/swstorage/swstg.ini`
  - For clustered systems:  
`/etc/opt/swstorage/logicalNodeName/swstg.ini`
- For Windows:
  - For non-clustered systems:  
`envDir\etc\swstg.ini`
  - For clustered systems:  
`sharedDrive:\etc\opt\swstorage\etc\swstg.ini`

In all other cases, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf2407

Storage Management Server IP Address is incorrect.

## Explanation

The format of the specified IP address is not correct.

## System action

The system terminates processing.

## System administrator response

Check the IP address and then execute this command again.

---

## swstf2408

Storage Management Server PORT Number is incorrect.

## Explanation

The format of the specified port number is not correct.

## System action

The system terminates processing.

## System administrator response

Check the port number and then execute the command again.

---

### swstf2409

Storage Management Server Name is incorrect.

## Explanation

The specified server name is not correct.

## System action

The system terminates processing.

## System administrator response

Check the server name and then execute the command again.

---

### swstf2410

A conversion error occurred.

## Explanation

It failed to convert the server name.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2411

AdvancedCopy Manager registry could not be accessed. (write error)

## Explanation

It failed to write to the AdvancedCopy Manager registry.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2412

AdvancedCopy Manager registry could not be accessed. (read error)

## Explanation

Reading of the AdvancedCopy Manager registry ended in failure.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

**swstf2413**

*type = data*

**Explanation**

Server information is displayed.

**Parameters**

*type* : Information type. The displayed strings and explanation are as follows:

Displayed Strings	Explanation
IP Address	IP address of the Management Server
PORT Number	Port number of the Management Server
Storage Management Server's Name	Name of the Management Server

*data* : Data managed in the AdvancedCopy Manager registry

**System action**

The system completes processing.

**System administrator response**

No response is required.

---

**swstf2415**

Storage Management Server repository updated.

**Explanation**

The Management Server repository has been updated normally.

**System action**

The system completes processing.

**System administrator response**

No response is required.

---

**swstf2416**

AdvancedCopy Manager registry could not be obtained.

**Explanation**

Information on the Management Server could not be obtained from the registry.

**System action**

The system terminates processing.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

**swstf2417**

A fork error occurred.

**Explanation**

An error occurred at the fork function.

### System action

The system terminates processing.

### System administrator response

Wait for a while and then execute the command again.

If the same error occurs again, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2431

Maximum number of connections to repository exceeded.

### Explanation

The number of connections to the repository exceeds the limit.

### System action

The system terminates processing.

### System administrator response

Wait for a while and then execute the command again.

---

### swstf2432

Repository could not be accessed. (*sqlState*)

### Explanation

It failed to access the repository.

### Parameters

*sqlState* : SQLSTATE

### System action

The system terminates processing.

### System administrator response

Refer to the following manual and start RDB daemon (or service).

- For Solaris or Linux:

"Starting and Stopping the RDB Daemon" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows:

"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2433

The repository did not start.

### Explanation

The repository is not activated.

### System action

The system terminates processing.

### System administrator response

Refer to the following manual and take appropriate action, then re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2434

Memory is insufficient.

### Explanation

A memory shortfall occurred.

### System action

The system terminates processing.

### System administrator response

Check how much space is available in memory. If there is insufficient free space, increase the amount of memory.

---

### swstf2435

IP Address already exists.

### Explanation

The IP address already exists.

### System action

The system terminates processing.

### System administrator response

Check the IP address and then execute the command again.

---

### swstf2436

The error by the following causes occurred.

### Explanation

Processing cannot be executed because of an error whose cause is described below.

### System action

The system terminates processing.

### System administrator response

Take appropriate action according to the last message displayed to eliminate the cause, and re-execute the processing.

---

### swstf2437

Library could not be accessed.

### Explanation

An error occurred during reading of the library used for configuration management.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2451

The change instruction file could not be read. Filename=*fileName*

## Explanation

Reading failed for the specified change instruction file.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Specify an existing file, and re-execute.

---

### swstf2452

The format of the change instruction file is not correct. Line=*lineNumber*

## Explanation

The change instruction file contains a formatting error.

## Parameters

*lineNumber* : Line number

## System action

The system terminates processing.

## System administrator response

Correct the format of the change instruction file content, and re-execute.

---

### swstf2453

Two or more lines of the same information division into the same server exist. Server name=*serverName*, Information=*class*

## Explanation

The change instruction file contains a line with a change instruction that already exists in the same information class for the same server.

## Parameters

*serverName* : Server name

*class* : Information class (I, P or S)

## System action

The system terminates processing.

## System administrator response

Correct the content of the change instruction file, and re-execute.

---

### swstf2454

Two or more lines of the same value exist. Information=*class*, Value=*value*

#### Explanation

The change instruction file contains two or more lines with the same value for the same information class.

#### Parameters

*class*: Information class (I, P or S)

*value*: Change instruction value

#### System action

The system terminates processing.

#### System administrator response

Correct the content of the change instruction file, and re-execute.

---

### swstf2455

The specified server does not exist. Server name=*serverName*

#### Explanation

The server name specified in the change instruction file does not exist.

#### Parameters

*serverName*: Server name

#### System action

The system terminates processing.

#### System administrator response

Correct the content of the change instruction file, and re-execute.

---

### swstf2456

The specified value has already been set. Information=*class*, Value=*value*

#### Explanation

The change instruction file specifies a value that has already been set.

#### Parameters

*class*: Information class (I, P or S)

*value*: Change instruction value

#### System action

The system terminates processing.

#### System administrator response

A value that has already been set cannot be specified again in the change instruction server name and IP address. Correct the content of the change instruction file, and re-execute.

---

### swstf2457

The change of the server caused a failure. Server name=*serverName*, Reason=*reason*

## Explanation

An error occurred during server change processing.

## Parameters

*serverName* : Server name  
*reason* : Reason

## System action

The system terminates processing.

## System administrator response

Refer to [System administrator response] for the message shown in *reason* and take the indicated action, then re-execute.

If the -y option was specified, the following actions are required at the server that issued the error after the problem has been resolved at that server:

- For change instructions related to targeted server information in the change specification file, use the server information batch change function to re-execute change processing for the targeted server.
- For change instructions related to Management Server information, execute the stgcmmodnode command at the targeted server. If inter-server replication operations are performed between the targeted server and the Management Server, execute the swsrprecoverres command at the targeted server.

---

## swstf2458

The resource adjustment command was terminated abnormally. Server name=*serverName*, Error=*errCode*, Detail=*detail*

## Explanation

The executed resource adjustment command terminated abnormally.

## Parameters

*serverName* : Server name  
*errCode* : Error code  
*detail* : Detail code

## System action

The system terminates processing.

## System administrator response

If *errCode* is 4 or 8, communication with the targeted server failed. Check the environment settings at the targeted server, and check if an error has occurred at the communication destination device.

If *errCode* is 12, the command terminated abnormally at the targeted server. Take the action indicated in the message that is posted after this message.

Then, execute the swsrprecoverres command with the -r option specified at all servers where replication management operations are performed, including the server that issued the error. Note that, if the -y option is specified, execute this command only at the server where the problem occurred. Refer to "swsrprecoverres (Resource adjustment command)" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on the command.

---

## swstf2459

The specified value is not correct. Line=*lineNumber*

## Explanation

The specified change value in the change instruction file is not correct.

## Parameters

*lineNumber* : Line number



### System action

The system terminates processing.

### System administrator response

Refer to the message displayed immediately after this message and correct the content of the change instruction file, and re-execute

---

#### swstf2499

An internal inconsistency occurred.

### Explanation

An internal inconsistency occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### swstf2503

The AdvancedCopy Manager port number is not set.

### Explanation

The port number and/or protocol name of stgxfws is not correctly specified in the following file.

- For Solaris or Linux:

`/etc/services`

- For Windows:

`%SystemRoot%\system32\drivers\etc\services`

### System action

The system terminates processing.

### System administrator response

Refer to "Configuring the network environment" in "Setup of AdvancedCopy Manager's manager" in the *ETERNUS SF Installation and Setup Guide*, and then specify the correct port number and/or protocol name.

---

#### swstf2505

Unable to find *pathName*.

### Explanation

The path to the AdvancedCopy Manager definition file cannot be found.

### Parameters

*pathName* : Path name

### System action

The system terminates processing.

### System administrator response

Check whether the device with this path is mounted.

---

## swstf2506

An internal inconsistency occurred. error = *code*

### Explanation

An internal inconsistency occurred while adding a server to the Management Server.

### Parameters

*code* : Internal code

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf2508

A memory shortage occurred.

### Explanation

A memory shortfall occurred.

### System action

The system terminates processing.

### System administrator response

Check how much space is available in memory. If there is insufficient free space, increase the amount of memory.

---

## swstf2510

AdvancedCopy Manager registry could not be accessed.

### Explanation

It failed to access the registry.

### System action

The system terminates processing.

### System administrator response

Check the existence of the following files.

- For Solaris or Linux:
  - For non-clustered systems:  
*/etc/opt/swstorage/swstg.ini*
  - For clustered systems:  
*/etc/opt/swstorage/logicalNodeName/swstg.ini*
- For Windows:
  - For non-clustered systems:  
*envDir\etc\swstg.ini*
  - For clustered systems:  
*sharedDrive:\etc\opt\swstorage\etc\swstg.ini*

In the case other than above, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2512

AdvancedCopy Manager registry could not be accessed.

#### Explanation

It failed to access the registry.

#### System action

The system terminates processing.

#### System administrator response

Check the existence of the following files.

- For Solaris or Linux:
  - For non-clustered systems:  
`/etc/opt/swstorage/swstg.ini`
  - For clustered systems:  
`/etc/opt/swstorage/logicalNodeName/swstg.ini`
- For Windows:
  - For non-clustered systems:  
`envDir\etc\swstg.ini`
  - For clustered systems:  
`sharedDrive:etc\opt\swstorage\etc\swstg.ini`

In the case other than above, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2513

An internal inconsistency occurred. return-code = *code*

#### Explanation

An internal inconsistency occurred while adding a server to the Management Server.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2800

Unregistered user name. Enter a user name registered in the OS.

## Explanation

The specified user name is not registered with the OS.

## System action

The system terminates processing.

## System administrator response

Re-execute by specifying a user name registered with the OS.

---

### swstf2801

Incorrect password. Enter the Correct password corresponding to the user name registered in the OS

## Explanation

The password specified for the user name is invalid.

## System action

The system terminates processing.

## System administrator response

Specify a valid password for the specified user name, and re-execute.

---

### swstf2802

System error

## Explanation

An error occurred during processing.

## System action

The system terminates processing.

## System administrator response

On Windows Server 2008 or later, if a command prompt is opened without specifying **Run as administrator**, this error may be output by executing the stgforcedelsrv command. Reopen a command prompt with specifying **Run as administrator**, and then execute the stgforcedelsrv command again.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf2803

Temporary file cannot be created.

## Explanation

A temporary file could not be created.

## System action

The system terminates processing.

## System administrator response

Ensure that the drive containing the program directory specified during installation has enough free space.

---

### swstf2804

AdvancedCopy Manager registry file cannot be updated.

## Explanation

An error occurred during the updating of the AdvancedCopy Manager registry file.

## System action

The system terminates processing.

## System administrator response

If cluster operations are used for Management Server transactions, check if the cluster service or cluster group to which the Management Server transaction belongs is being executed at an active node.

If being executed at an inactive node, re-execute at an active node.

Check the existence of the following files.

- For Solaris or Linux:
  - For non-clustered systems:  
`/etc/opt/swstorage/swstg.ini`
  - For clustered systems:  
`/etc/opt/swstorage/logicalNodeName/swstg.ini`
- For Windows:
  - For non-clustered systems:  
`envDir\etc\swstg.ini`
  - For clustered systems:  
`sharedDrive\etc\opt\swstorage\etc\swstg.ini`

Also, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf2805

Memory shortage occurred.

## Explanation

A memory shortage occurred.

## System action

The system terminates processing.

## System administrator response

Perform the following so that a virtual memory area can be allocated, and re-execute processing.

- Increase the paging file size.
- Terminate other applications.

---

## swstf2806

The username or the password exceeds 18 bytes.

## Explanation

The specified username or password exceeds 18 bytes.

## System action

The system terminates processing.

## System administrator response

Specify a username and password that are 18 bytes or less.

---

### swstf2901

The package for the SDX object is not installed.

## Explanation

The command cannot be executed because the package necessary to use of the SDX object is not installed.

## System action

The system terminates processing.

## System administrator response

Before executing the command for setting, install the SDX-object-related package (FJSVsdx).

---

### swstf2902

The -volume option cannot be specified in this environment.

## Explanation

The -volume option cannot be specified in the version of the installed SDX-object-related package.

## System action

The system terminates processing.

## System administrator response

To specify the -volume option for operation based on a logical volume, install the necessary version of the SDX-object-related package in advance.

Refer to "Operating Environment of AdvancedCopy Manager" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)* for the necessary version.

---

### swstf2903

AdvancedCopy Manager registry could not be accessed. (read error, SWSTGNODE=*value*)

## Explanation

Reading the AdvancedCopy Manager registry failed.

## Parameters

*value*: Logical node name specified in the environment variable SWSTGNODE at the time of command execution (the default is null.)

## System action

The system terminates processing.

## System administrator response

If device information has not been obtained or displayed although the stgxfwcmsetsdx command has been executed, obtain or display the information, and re-execute processing.

Check the *value* displayed in the message content. For clustered systems, check if the operation was executed with the environment variable SWSTGNODE set correctly. For non-clustered systems, check if the operation was executed with the incorrect environment variable SWSTGNODE setting.

If the setting is incorrect, correct the setting, then re-execute.

For clustered systems, check that the cluster service or cluster group to which the targeted AdvancedCopy Manager transaction belongs is being executed at an active node.

If being executed at an inactive node, re-execute at an active node.

If it has been obtained and displayed, confirm that the following files exist:

- For Solaris or Linux:
  - For non-clustered systems:  
/etc/opt/swstorage/swstg.ini
  - For clustered systems:  
/etc/opt/swstorage/*logicalNodeName*/swstg.ini

In other cases, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)*

---

## swstf2904

AdvancedCopy Manager registry could not be accessed. (write error, SWSTGNODE=*value*)

### Explanation

Writing data to the AdvancedCopy Manager registry failed.

### Parameters

*value*: Logical node name specified in the environment variable SWSTGNODE at the time of command execution (the default is null.)

### System action

The system terminates processing.

### System administrator response

Check the *value* displayed in the message content. For clustered systems, check if the operation was executed with the environment variable SWSTGNODE set correctly. For non-clustered systems, check if the operation was executed with the incorrect environment variable SWSTGNODE setting.

If the setting is incorrect, correct the setting, then re-execute.

For clustered systems, check that the cluster service or cluster group to which the targeted AdvancedCopy Manager transaction belongs is being executed at an active node.

If being executed at an inactive node, re-execute at an active node.

Confirm that the following files exist:

- For Solaris or Linux:
  - For non-clustered systems:  
/etc/opt/swstorage/swstg.ini
  - For clustered systems:  
/etc/opt/swstorage/*logicalNodeName*/swstg.ini

In other cases, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)*

---

## swstf2905

Process creation failed. *code*

### Explanation

Generating a new process failed.

### Parameters

*code*: Internal code

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)*

---

### swstf2909

An internal inconsistency occurred. *code*

### Explanation

An internal inconsistency occurred.

### Parameters

*code*: Internal code

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Solaris or Linux)*

---

### swstf2913

This command cannot be run in this environment.

### Explanation

This command cannot be run because it is not supported by the OS.

### System action

The system terminates processing.

### System administrator response

If the Managed Server is HP-UX 11i v2 or earlier, the `stgxfwcmsetmode` command need not be used.

---

### swstf2915

The legacy special device files are not existing.

### Explanation

If HP-UX is used as the Managed Server, the "-leg on" option cannot be specified because legacy devices (`/dev/(r)dsk/c#t#d#`) do not exist in the Managed Server.

### System action

The system terminates processing.

### System administrator response

Check the devices that exist in the Managed Server.

If operating with legacy devices, set legacy devices on the Managed Server. For setup procedures, refer to the OS documentation.

---

### swstf2920

Unregistered user name(*userName*).



## Explanation

The user name is not registered in the operating system.

## Parameters

*userName*: Name of user who is not registered in the operating system

## System action

The system terminates processing.

## System administrator response

Register the user name shown in *userName*, and then re-execute processing.

If "esfuser" is shown in *userName*, refer to "Registering the repository access user (for Solaris and Linux environments)" in the *ETERNUS SF Installation and Setup Guide*, register the user name and re-execute processing.

---

## swstf2921

The password of user name(*userName*) is not correct.

## Explanation

The password for the user is incorrect.

## Parameters

*userName*: Name of user whose password is incorrect

## System action

The system terminates processing.

## System administrator response

Specify a correct password for the user shown in *userName*, and then re-execute processing.

If "esfuser" is shown in *userName*, refer to "Registering the repository access user (for Solaris and Linux environments)" in the *ETERNUS SF Installation and Setup Guide*, register a correct password and re-execute processing.

---

## swstf3000

The server which performs package backup of the management information on AdvancedCopy Manager was registered.

## Explanation

The server used to execute package backup of the management information of AdvancedCopy Manager was registered.

## System action

The system completes processing.

## System administrator response

No response is required.

---

## swstf3001

The server which performs package backup of the management information on AdvancedCopy Manager was deleted. Delete a directory.  
Directory=*dirName*

## Explanation

The server used to execute package backup of the management information of AdvancedCopy Manager was deleted.

## Parameters

*dirName*: Absolute path to the directory

### System action

The system completes processing.

### System administrator response

Delete the output directory as necessary.

---

### swstf3002

usage: stgmgrinfoset [-del | -d Directory-name -c Manager-code]

### Explanation

An incorrect option is specified.

### System action

The system terminates processing.

### System administrator response

Confirm the correct usage of the command, and re-execute the command.

---

### swstf3003

It is not registered as a Storage Server.

### Explanation

The server is not registered as the Managed Server.

### System action

The system terminates processing.

### System administrator response

Confirm that the server is registered as the Managed Server.

For clustered systems, confirm that the correct logical node name is set in the environment variable SWSTGNODE.

---

### swstf3004

The error occurred in file access.

### Explanation

Accessing the file failed.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf3005

An execution server is already registered.

### Explanation

The server is already registered as the server used to execute the stgmgrinfobkup command.

### System action

The system terminates processing.

## System administrator response

No response is required.

---

### swstf3006

An error is in the specified directory name.

## Explanation

The specified directory name is incorrect.

## System action

The system terminates processing.

## System administrator response

Check the specified directory name.

If there are files or directories under the directory specified by -a option of the stgforcedelsrv command, this error is output. Specify an empty directory for an operand of -a option.

If multiple stgforcedelsrv commands with specifying the same directory for a operand of -a option are executed at the same time, this error may be output.

Confirm that the stgforcedelsrv command is not executed, and re-execute the command.

---

### swstf3007

The specified directory does not exist.

## Explanation

The specified directory does not exist.

## System action

The system terminates processing.

## System administrator response

Confirm that the directory specified in the parameter is correct, and that it does exist.

---

### swstf3008

It is not registered as an execution server.

## Explanation

The server is not registered as the server used to execute the stgmgrinfobkup command.

## System action

The system terminates processing.

## System administrator response

Confirm that the server is the server used to execute the stgmgrinfobkup command.

For clustered systems, confirm that the correct logical node name is set in the environment variable SWSTGNODE.

---

### swstf3009

There is no file for backup. Backup type=*type*

## Explanation

A file to be backed up does not exist.

## Parameters

*type* : Backup type

## System action

The system terminates processing.

## System administrator response

Check whether database is backed up for the Managed Server.

Check whether the policy file for package backup of the management information is backed up for a server other than the server used to execute the stmgrinfobkup command.

---

### swstf3010

usage: stmgrinfobkup [-n Server-name] [-t Backup-type]

## Explanation

An incorrect option is specified.

## System action

The system terminates processing.

## System administrator response

Confirm the correct usage of the command, and re-execute the command.

---

### swstf3011

The error occurred in code conversion.

## Explanation

Converting of codes has failed.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf3012

Memory is insufficient.

## Explanation

A memory shortage occurred.

## System action

The system terminates processing.

## System administrator response

Check the available space in memory. If memory is insufficient, increase the amount of memory.

---

### swstf3013

A Server Information item could not be acquired. Error=*errCode*

## Explanation

Obtaining the server information failed.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.2 Error codes for configuration management](#)", take action according to the instructions for the error code, and re-execute processing.

---

## swstf3014

Backup of management information is started. Start time=*time*, Server name=*serverName*

## Explanation

The backup of the management information has started.

## Parameters

*time* : Start date

*serverName* : Server name

## System action

The system continues processing.

## System administrator response

No response is required.

---

## swstf3015

It is the outside for support.

## Explanation

This is not supported.

## System action

The system executes the next server processing.

## System administrator response

Check the version and OS type of the target server.

The name of the target server can be checked in the previous [swstf3014](#) message that was output.

---

## swstf3016

A policy file does not exist.

## Explanation

No policy file exists.

## System action

The system terminates processing.

## System administrator response

Check the policy file.

---

### swstf3017

Data was unacquirable from the policy file.

#### Explanation

No data can be obtained from the policy file.

#### System action

The system executes the next server processing.

## System administrator response

Check the setting status of the policy file in the target server.

The name of the target server can be checked in the previous [swstf3014](#) message that was output.

---

### swstf3018

The error occurred in creation or deletion of a backup directory.

#### Explanation

Creating or deleting a backup directory failed.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf3019

The error occurred in processing between servers. Error code=*errCode*, Detailed code=*detail*

#### Explanation

An error occurred during processing between servers.

#### Parameters

*errCode* : Error code

*detail* : Detail code

#### System action

The system terminates processing.

## System administrator response

If the `stmgrinfobkup` command execution result is one of the following in the environment for which the Managed Server is using the IPv4 and IPv6 addresses, register the Management Server as "package-backup-of-the-management information execution server" and then execute the `stmgrinfobkup` command again.

- *errCode*=12, *detail*=0

- *errCode*=4, *detail*=12

If *errCode* is 4 or 8, refer to "[B.1 Error codes for communication service/daemon](#)", take action according to the instructions for the *detail*, and re-execute the processing. The "request send destination server" is the server indicated in the previous [swstf3014](#) message that was output.

If *errCode* is 8, the detailed code is 182, and the [stgxfws0213](#) message is output to the system log of the request send destination server, verify the code of the Management Server specified by the `stgmgrinfo` command.

If *errCode* is 12, the command on the target server ends because of an error. Refer to one of the following log files, take action according to the output message in the log file, and re-execute the command. The target server name can be checked in the previous [swstf3014](#) message that was output.

- The target server performs a non-cluster or local task in Windows:

`workDir\var\stgmgrinfo.log`

- The target server performs a cluster task in Windows:

`sharedDrive:\var\opt\swstorage\var\stgmgrinfo.log`

- The target server performs a non-cluster or a local task in Solaris, HP-UX, AIX, or Linux:

`/var/opt/FJSVswstf/stgmgrinfo.log`

- The target server performs a cluster task in Solaris, HP-UX, or Linux:

`/var/opt/FJSVswstf/logicalNodeName/stgmgrinfo.log`

---

### swstf3020

Backup of management information was ended normally. End time=*time*, Server name=*serverName*

#### Explanation

Backing up the management information is completed successfully.

#### Parameters

*time* : End date

*serverName* : Server name

#### System action

The system continues processing.

#### System administrator response

No response is required.

---

### swstf3021

The normal end of the backup of management information was carried out by all servers.

#### Explanation

Backing up the management information is completed successfully on all servers.

#### System action

The system completes processing.

#### System administrator response

No response is required.

---

### swstf3022

The error end of the backup of management information was carried out by some servers.

#### Explanation

Backing up the management information was aborted because of an error on some servers.

#### System action

The system terminates processing.

## System administrator response

Check the output results of the command, and execute backup of the servers where backup was aborted.

---

### swstf3023

Internal error occurred.

## Explanation

An internal inconsistency occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf3024

Backup of the function besides an object was specified.

## Explanation

Backing up of an unsupported function is specified.

## System action

The system terminates processing.

## System administrator response

Check whether the database is backed up for the Managed Server.

---

### swstf3025

The error occurred in transmission of a backup file. Error code=*errCode*, Detailed code=*detail*

## Explanation

Transferring the backup file failed.

## Parameters

*errCode* : Error code

*detail* : Detail code

## System action

The system terminates processing.

## System administrator response

Refer to "[B.1 Error codes for communication service/daemon](#)", take action according to the instructions for the *detail*, and re-execute processing. The "request send destination server" is the server that executed the stmgrinfobkup command.

---

### swstf3026

The error occurred in execution of a backup command. Error code=*errCode*

## Explanation

Executing the backup command failed.



## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Take action according to the backup command error message output after this message.

If no backup command error message is output after this message, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf3027

The error occurred in the processing which gathers backup data. Error code=*errCode*

## Explanation

Compiling the backup data failed.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

- For Windows:

Take action according to the error message output after this message.

- For Solaris, Linux, HP-UX, or AIX:

Refer to the error message output after this message, and take appropriate action for the tar command error.

If no error message is output after this message, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf3028

The error occurred in reading of basic information.

## Explanation

Reading of basic information failed.

## System action

The system terminates processing.

## System administrator response

For clustered systems, confirm that the correct logical node name is set in the environment variable SWSTGNODE.

Also, confirm that the node for the target Managed Server transaction (or Management Server transaction) is operating.

---

## swstf3029

usage: stgmgrinfodisp [-n server-name]

## Explanation

An incorrect option is specified.

### System action

The system terminates processing.

### System administrator response

Confirm the correct usage of the command, and re-execute the command.

---

### **swstf3030**

Backup of management information is not performed once.

### Explanation

The management information has never been backed up.

### System action

The system terminates processing.

### System administrator response

No response is required.

---

### **swstf3031**

usage: stgarcext input-file-name output-directory-name

### Explanation

An incorrect option is specified.

### System action

The system terminates processing.

### System administrator response

Confirm the correct usage of the command, and re-execute the command.

---

### **swstf3032**

The specified file or directory does not exist.

### Explanation

The specified file or directory does not exist.

### System action

The system terminates processing.

### System administrator response

Confirm that the file or directory specified in the command exists.

---

### **swstf3033**

The error occurred in creation or deployment of an archive file.

### Explanation

Creating or expanding an archive file has failed.

### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swstf3034

It is not the archive file created by AdvancedCopy Manager.

## Explanation

This is not an archive file created by AdvancedCopy Manager.

## System action

The system terminates processing.

## System administrator response

Confirm that the archive file is transferred in a mode other than binary mode.

Collect the following data, and contact a Fujitsu system engineer:

- Archive file
- Refer to following manual and collect the information required for troubleshooting:  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swstf3035

The stgarcext command was ended normally.

## Explanation

The stgarcext command ended successfully.

## System action

The system completes processing.

## System administrator response

No response is required.

---

### swstf5001

The RMI registry is inactive. Restart AdvancedCopy Manager.

## Explanation

The command cannot be opened because the RMI registry is inactive.

## System action

The system terminates processing.

## System administrator response

Refer to the following manual and restart the relating daemon/service:

- For Solaris or Linux: (Daemon type is "RMI daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- For Windows: (Service name is "AdvancedCopy Manager GUI Service")  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

Note that the cause of this message may be the network environment settings.

In particular, check that the network settings do not prevent communication with the Management Server. For example, check that unnecessary port filtering settings are not set by the firewall. In addition, for Solaris and Linux versions check that a local host definition has been set in the hosts file.

Refer to "Configuring the network environment" in "Setup of AdvancedCopy Manager's manager" in the *ETERNUS SF Installation and Setup Guide* for the port numbers required in order for commands to communicate with Management Server.

---

### swstf5003

Access to the AdvancedCopy Manager definition file failed.

#### Explanation

The AdvancedCopy Manager definition file could not be accessed.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5011

Server data is not *code*

#### Explanation

No server is under management. The repository integration setting may not have finished normally.

#### Parameters

*code*: Internal code

#### System action

The system terminates processing.

#### System administrator response

Use **Updates to Latest Information** to update the contents of the screen and check whether the server is displayed.

- For Solaris or Linux:

Refer to the last line of the `/var/opt/FJSVswstf/log/stgdbset.log` file. If it is "The database integration setup terminated abnormally", correct the cause and finish the database integration setup. Then re-execute processing.

- For Windows:

Refer to "Database configuration" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* and execute the setup of the database. Re-execute processing after checking that the setup of the database ends normally.

---

### swstf5012

No data of the specified server is found. *code*

#### Explanation

The specified server has been excluded from management, possibly by another user.

#### Parameters

*code*: Internal code

#### System action

The system terminates processing.

## System administrator response

Check whether another user excluded the specified server from being managed.

Use **Updates to Latest Information** to update the contents of the screen and check whether the server is displayed.

---

### swstf5013

An attempt to set up a connection to the repository failed during accessing repository of server data. *code*

#### Explanation

A connection to the repository cannot be made because the repository is inactive.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

## System administrator response

Refer to the following manual and restart the relating daemon/service:

- For Solaris or Linux: (Daemon type is " RDB daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- For Windows: (Service name is "SymfoWARE RDB RDBSWSTF")  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, refer to the following manual and take appropriate action. Then, re-execute processing.  
"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5014

The maximum allowable number of connections to the repository was exceeded during accessing repository of server data. *code*

#### Explanation

While accessing the repository of server data, the number of concurrent connections to the repository exceeded the maximum allowed.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

## System administrator response

Wait a few minutes and then re-execute processing.

If you still have a problem, refer to the following manual and take appropriate action. Then, re-execute processing.  
"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5015

A repository access error occurred during accessing repository of server data. *code*

#### Explanation

This is an SQL error that can occur while the repository is being searched for data.

#### Parameters

*code* : Internal code

### System action

The system terminates processing.

### System administrator response

Refer to the following manual and take appropriate action. Then, re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5016

A communication error occurred during accessing repository of server data. *code*

### Explanation

A communication error occurred.

### Parameters

*code*: Internal code

### System action

The system terminates processing.

### System administrator response

Check whether communication daemon/service of the Management Server starts.

If it starts, check that the port number is correct.

If it does not start, refer to the following manual and restart daemon/service, and re-execute processing:

- For Solaris or Linux: (Daemon type is "Communication daemon")

"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows: (Service name is "AdvancedCopy Manager COM Service")

"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5017

A code conversion error occurred during accessing repository of server data. *code*

### Explanation

The file required for code conversion is not found or is corrupted.

### Parameters

*code*: Internal code

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5018

Memory allocation failed during accessing repository of server data. *code*

### Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Perform the following in order to allocate a virtual memory area, and re-execute processing:

- Increase the paging file size.
- Terminate other applications.

---

### swstf5019

Access to the AdvancedCopy Manager definition file failed during accessing repository of server data. *code*

## Explanation

Access to the AdvancedCopy Manager definition file was unsuccessful.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5020

An internal error occurred during accessing repository of server data. *code*

## Explanation

Processing cannot be continued because of an internal error.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5031

No device data is found in the specified server. *code*

## Explanation

Device data is not found because the "Acquisition and Reflection of Information on All Devices" operation has not been performed.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Specify the server and perform the "Acquisition and Reflection of Information on All Devices" operation to check whether the device is displayed.

---

### swstf5032

No data of the specified device is found in the specified server. *code*

## Explanation

The specified device in the specified server has been excluded from management. Another user probably performed the "Acquisition and Reflection of Information on All Devices" or "Deletion of device information" operation for the device. This excludes the device from management.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Determine whether another user performed the "Acquisition and Reflection of Information on All Devices" or "Deletion of device information" operation.

Specify the server and refresh the screen. Then, re-execute processing.

---

### swstf5033

An attempt to set up a connection to the repository failed during accessing repository of device data. *code*

## Explanation

A connection to the repository cannot be set up because the repository is inactive.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Refer to the following manual and restart the relating daemon/service:

- For Solaris or Linux: (Daemon type is "RDB daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- For Windows: (Service name is "SymfoWARE RDB RDBSWSTF")  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

If you still have a problem, refer to the following manual and take appropriate action. Then, re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5034

The maximum allowable number of connections to the repository was exceeded during accessing repository of device data. *code*



## Explanation

During accessing repository of device data, the number of concurrent connections to the repository exceeded the maximum allowed.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Wait a few minutes and re-execute processing.

If you still have a problem, refer to the following manual and take appropriate action. Then, re-execute processing.  
"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5035

A repository access error occurred during accessing repository of device data. *code*

## Explanation

This is an SQL error that can occur while the repository is being searched for data.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Refer to the following manual and take appropriate action. Then, re-execute processing.

"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5036

A communication error occurred during accessing repository of device data. *code*

## Explanation

A communication error occurred.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Check whether the communication daemon/service of the Management Server starts.

If it starts, check whether the port number is correct.

If it does not start, refer to the following manual and restart the daemon/service. Then, re-execute processing:

- For Solaris or Linux: (Daemon type is "Communication daemon")

"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows: (Service name is "AdvancedCopy Manager COM Service")

"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5037

A code conversion error occurred during accessing repository of device data. *code*

#### Explanation

The file required for code conversion was not found or is corrupted.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5038

Memory allocation failed during accessing repository of device data. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:

- Increase the paging file size.
- Terminate other applications.

---

### swstf5039

Access to the AdvancedCopy Manager definition file failed during accessing repository of device data. *code*

#### Explanation

An attempt to access the AdvancedCopy Manager definition file was unsuccessful.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5040

An internal error occurred during accessing repository of device data. *code*

## Explanation

Processing cannot be continued because of an internal error.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Check whether the user that was specified as a repository access user specified in the environment setting during ETERNUS SF Manager installation has been deleted on the operating system, or if the password for the user has been changed.

- If the above is true:

Refer to the following manual and again set the repository access user information.

"Change of password or deletion of the user who was specified as the repository access user" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- If the above is false:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5051

Access to the AdvancedCopy Manager definition file failed during acquisition of the repository code. *code*

## Explanation

An attempt to access the AdvancedCopy Manager definition file was unsuccessful.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5052

Memory allocation failed during acquisition of the repository code. *code*

## Explanation

A memory shortage occurred.

## Parameters

*code* : Internal code

## System action

The system terminates processing.

## System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:

- Increase the paging file size.

- Terminate other applications.

---

### swstf5053

An internal error occurred during acquisition of the repository code. *code*

#### Explanation

Processing cannot be continued because of an internal error.

#### Parameters

*code*: Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5054

An installation information error was detected during acquisition of the repository code. *code*

#### Explanation

An attempt to access the AdvancedCopy Manager definition file was unsuccessful.

#### Parameters

*code*: Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5101

The server name is invalid. The name must not exceed 255 bytes.

#### Explanation

The server name that was entered is incorrect.

#### System action

The system terminates processing.

#### System administrator response

Confirm the following, and enter the name again:

- The name must be 255 bytes or less.
- The name must consist of only the following characters: single-byte alphanumeric characters, minus sign ("-"), underscore ("\_"), hash character ("#"). The first character must be a single-byte alphanumeric character.

---

### swstf5102

The IP address is invalid. Conform to the IP address format.

## Explanation

The specified IP address format is incorrect.

## System action

The system terminates processing.

## System administrator response

Specify the IP address in the correct format.

---

### swstf5103

The port number is invalid. Specify 1024 to 65535.

## Explanation

The specified port number is invalid.

## System action

The system terminates processing.

## System administrator response

Specify any port number from 1024 to 65535.

---

### swstf5104

An internal error occurred during server addition. *code*

## Explanation

Processing cannot be continued because of an internal error.

## Parameters

*code*: Internal code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5105

Memory allocation failed during server addition. *code*

## Explanation

A memory shortage occurred.

## Parameters

*code*: Internal code

## System action

The system terminates processing.

## System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:

- Increase the paging file size.

- Terminate other applications.

---

### swstf5106

An internal error occurred during server changing. *code*

#### Explanation

Processing cannot be continued because of an internal error.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5107

Memory allocation failed during server changing. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:

- Increase the paging file size.
- Terminate other applications.

---

### swstf5108

An internal error occurred during server deletion. *code*

#### Explanation

Processing cannot be continued because of an internal error.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5109

Memory allocation failed during server deletion. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Perform the following in order to allocate more memory, and re-execute processing:

- Increase the paging file size.
- Terminate other applications.

---

### swstf5110

The server name contains an invalid character.

#### Explanation

The specified server name contains an invalid character.

#### System action

The system terminates processing.

#### System administrator response

Specify a valid server name.

---

### swstf5111

The version of specified IP address is different from the version of IP address of Management Server.

#### Explanation

The addition of server information cannot be performed because the version of the specified IP address is different from the IP address version of the Management Server.

#### System action

The system terminates processing.

#### System administrator response

It is necessary to match the IP address version specified when the Managed Server is added to the IP address version of the Management Server. Take the following action before executing this command:

- When the IP address version to be specified is IPv6:  
Change the IP address version of the Management Server to IPv6 or add an IPv6 address to the Management Server.
- When the IP address version to be specified is IPv4:  
Change the IP address version of the Management Server to IPv4 or add an IPv4 address to the Management Server.

---

### swstf5112

The managed server of the same version as IP address of Management Server which tries to be deleted exists.

## Explanation

The IP address of the Management Server cannot be changed because some Managed Servers with IP address of the same version as the version of deleted IP address exist.

## System action

The system terminates processing.

## System administrator response

The Management Server must have IP addresses of the same version as the version of IP addresses of the registered all Managed Servers. Take the following action according to the specified IP address version.

- When the only IPv6 address is specified as the Management Server IP address to be changed:  
Take one of the following actions because the Managed Server with an IPv4 address exists.
  - Change the IP address version of all Managed Servers to IPv6 before executing this command.
  - Specify the IPv4 and IPv6 addresses to the Management Server IP address to be changed.
- When the only IPv4 address is specified as the Management Server IP address to be changed:  
Take one of the following actions because the Managed Server with an IPv6 address exists.
  - Change the IP address version of all Managed Servers to IPv4 before executing this command.
  - Specify the IPv4 and IPv6 addresses to the Management Server IP address to be changed.

---

## swstf5121

An internal error occurred during acquisition of device information. *code*

## Explanation

Processing cannot be continued because of an internal error.

## Parameters

*code*: Internal code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5122

Memory allocation failed during acquisition of device information. *code*

## Explanation

A memory shortage occurred.

## Parameters

*code*: Internal code

## System action

The system terminates processing.

## System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:



- Increase the paging file size.
- Terminate other applications.

---

### swstf5123

An internal error occurred during processing for validating device information. *code*

#### Explanation

Processing cannot continue because of an internal error.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5124

Memory allocation failed during processing for validating device information. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:

- Increase the paging file size.
- Terminate other applications.

---

### swstf5125

An internal error occurred while the device information area was freed. *code*

#### Explanation

Processing cannot continue because of an internal error.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5126

An internal error occurred during device deletion. *code*

#### Explanation

Processing cannot continue because an internal error occurred.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5127

Memory allocation failed during device deletion. *code*

#### Explanation

A memory shortage occurred.

#### Parameters

*code* : Internal code

#### System action

The system terminates processing.

#### System administrator response

Perform the following in order to allocate more virtual memory, and re-execute processing:

- Increase the paging file size.
- Terminate other applications.

---

### swstf5131

Access to the AdvancedCopy Manager definition file failed during processing for display version information.

#### Explanation

An attempt to access the AdvancedCopy Manager definition file was unsuccessful.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5141

Another user is changing management information. Re-execute processing later.

#### Explanation

Processing cannot be performed because the management information is being accessed.

If the following operations are performed using the Web Console or commands, an access to the management information occurs:

- For using the Web Console:

When the following operations on the Action pane are performed:

- **Register** under **Server**
  - **Delete** under **Server**
  - **Modify** under **Server**
  - **Reset Password** under **Server**
  - **Reload Conf.** under **Server**
  - **Discover/Reload** under **Devices**
  - **Delete** under **Devices**
- For using commands:
    - stgxfwcmaddsrv command
    - stgxfwcmmodsrv command
    - stgxfwcmdeletesrv command
    - stgxfwcmsetdev command
    - stgxfwcmdeveldev command

### System action

The system terminates processing.

### System administrator response

After the management information has been changed completely by the Web Console or commands, re-execute processing.

---

## swstf5161

A communication error occurred during execution of the JAVA application. Restart AdvancedCopy Manager.

### Explanation

A communication error occurred during execution of the JAVA application. JAVA application may be stopped.  
In the cluster operation, the fail over may be done.

### System action

The system terminates processing.

### System administrator response

In the cluster operation, check whether the fail over is done or not. If the fail over is done, re-execute processing on the active node.

In the non-cluster operation, refer to the following manual and restart the related daemon/service:

- For Solaris or Linux: (Daemon type is "RMI daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- For Windows: (Service name is "AdvancedCopy Manager GUI Service")  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

Even if the above actions cannot solve the error, the IP address of the Management Server specified at installation may possibly be different. Execute stgenvdisp command to check the IP address of the Management Server.

If any unintentional IP address is displayed, refer to the following manual to change the IP address of the Management Server:

"Changing the IP address of Management Server" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5162

An internal error occurred during execution of the JAVA application. Restart AdvancedCopy Manager.

### Explanation

An internal error occurred during execution of the JAVA application.

### System action

The system terminates processing.

### System administrator response

Refer to the following manual and restart the related daemon/service:

- For Solaris or Linux: (Daemon type is "RMI daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- For Windows: (Service name is "AdvancedCopy Manager GUI Service")  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5171

A repository access error occurred. SQLSTATE=*sqlState*

### Explanation

An error occurred during access to data in the repository.

### Parameters

*sqlState*: Value of SQLSTATE

### System action

The system terminates processing.

### System administrator response

The following shows the user responses for codes shown in *sqlState*:

- HZ220, 28000:  
The user authentication at the time of database access resulted in an error. Check whether the user who specified it does exist, that the password has not changed, or in the case of Windows, that there is the required local logon authority.  
Check whether the user that was specified as a repository access user specified in the environment setting during Manager installation has been deleted on the operating system, or if the password for the user has been changed.  
If the above is true, refer to the following manual and again set the repository access user information.  
"Change of password or deletion of the user who was specified as the repository access user" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
- HZ180,40003:  
The maximum number of simultaneous connections to a database was exceeded. Please perform the transaction again after waiting a few minutes.
- S1000,HZ180,71001:  
Refer to the following manual and restart the related daemon/service:
  - For Solaris or Linux: (Daemon type is "RDB daemon")  
"Starting and Stopping Daemons" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*
  - For Windows: (Service name is "SymfoWARE RDB RDBSWSTF, SymfoWARE RDA RDBSWSTF")  
"Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- null

Check whether Symfoware Client has been installed or not.

For codes other than the abovementioned, refer to the following manual and take appropriate action. Then, re-execute processing.  
"Troubleshooting a repository access failure" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5172

Access to the AdvancedCopy Manager property file failed.

### Explanation

The AdvancedCopy Manager property file could not be accessed.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5173

AdvancedCopy Manager port number is not obtained.

### Explanation

An attempt to obtain a port number for AdvancedCopy Manager failed.

### System action

The system terminates processing.

### System administrator response

- For Solaris or Linux:

Check whether the port number definition shown in the following section in the *ETERNUS SF Installation and Setup Guide* exists in the `/etc/services` file:

- When this message is output on the Management Server:  
"Configuring the network environment" in "Setup of AdvancedCopy Manager's manager"
- When this message is output on the Managed Server:  
"Port number setting" in "Setup of AdvancedCopy Manager's agent"

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

- For Windows:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf5401

User is a non root user.

### Explanation

- For Solaris or Linux:

A non-administrator (root) user executed the command.

- For Windows:

A user that is not included in the Administrators group (Administrators) executed the command.

#### System action

The system terminates processing.

#### System administrator response

Ask a user with the required access privileges to re-execute the command.

---

#### swstf5402

The addition of the server caused a failure.

Component=*componentName*

Reason=*reason*

#### Explanation

Because an error occurred, the server information could not be added.

#### Parameters

*componentName* : Component name

*reason* : Reason

#### System action

The system terminates processing.

#### System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.

---

#### swstf5403

The change of the server caused a failure.

Component=*componentName*

Reason=*reason*

#### Explanation

Because an error occurred, the server information could not be changed.

#### Parameters

*componentName* : Component name

*reason* : Reason

#### System action

The system terminates processing.

#### System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.

---

#### swstf5404

The deletion of the server caused a failure.

Component=*componentName*

Reason=*reason*

## Explanation

Because an error occurred, the server information could not be deleted.

## Parameters

*componentName* : Component name

*reason* : Reason

## System action

The system terminates processing.

## System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.

---

### swstf5405

The acquisition of device information caused a failure.

Component=*componentName*

Reason=*reason*

## Explanation

Because an error occurred, the device information could not be collected.

## Parameters

*componentName* : Component name

*reason* : Reason

## System action

The system terminates processing.

## System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.

---

### swstf5406

The update of device information caused a failure.

Component=*componentName*

Reason=*reason*

## Explanation

Because an error occurred, the device information could not be collected.

## Parameters

*componentName* : Component name

*reason* : Reason

## System action

The system terminates processing.

## System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.

---

### swstf5407

The update of the device information caused a failure.

Device=*deviceName*

Component=*componentName*

Reason=*reason*

#### Explanation

Because an error occurred, the device information could not be changed.

#### Parameters

*deviceName* : Device name

*componentName* : Component name

*reason* : Reason

#### System action

The system terminates processing.

#### System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.

---

### swstf5408

There is no change in information currently being managed.

#### Explanation

There is no difference between the device information managed in the repository and the device information actually collected.

#### System action

The system continues processing.

#### System administrator response

No response is required.

---

### swstf5409

The deletion of device information caused a failure.

Component=*componentName*

Reason=*reason*

#### Explanation

Because an error occurred, the device information could not be collected.

#### Parameters

*componentName* : Component name

*reason* : Reason

#### System action

The system terminates processing.

#### System administrator response

Refer to [System administrator response] regarding the message shown in *reason*. Take corrective action for the error, and re-execute the processing.



---

### swstf5410

Failed to access the registry.

#### Explanation

Registry access failed.

#### System action

The system terminates processing.

#### System administrator response

Use a standard operating system function to recover the registry information.

---

### swstf5411

Library could not be accessed.

#### Explanation

An error occurred when reading a library.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5412

AdvancedCopy Manager port number is not set.

#### Explanation

A port number or protocol name of service rmiswstf or semswstf is set incorrectly in the following file:

- For Solaris or Linux:  
/etc/services
- For Windows:  
%SystemRoot%\system32\drivers\etc\services

#### System action

The system terminates processing.

#### System administrator response

Refer to the following manual and set the port number or protocol name correctly.  
"Configuring the network environment" in "Setup of AdvancedCopy Manager's manager" in the *ETERNUS SF Installation and Setup Guide*

---

### swstf5413

An internal inconsistency occurred.

#### Explanation

An internal inconsistency occurred.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5414

Memory is insufficient.

#### Explanation

A memory shortage occurred.

#### System action

The system terminates processing.

## System administrator response

Investigate the memory usage and if a memory shortage has actually occurred, increase the memory.

---

### swstf5415

The file could not be created. File=*fileName*

#### Explanation

An error occurred at file creation.

#### Parameters

*fileName* : File name

#### System action

The system terminates processing.

## System administrator response

Check whether the directory in which the specified file is created exists, and then re-execute the processing.

If the directory exists, check the amount of available device space, and then re-execute the processing.

Note that the locale specified during installation of the product is the value displayed in **Code** column when the stgenvdsp command is executed.

---

### swstf5416

Code conversion error occurred.

#### Explanation

A code conversion error occurred.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5417

Locale is not correct.

#### Explanation

The location used during command execution differs from that specified during product installation.

### System action

The system terminates processing.

### System administrator response

Set the location specified during product installation and then re-execute the command.

Note that the locale specified during installation of the product is the locale value displayed in **Code** column when the stgenvdsp command is executed.

---

### swstf5418

Access to the AdvancedCopy Manager definition file failed.

### Explanation

Access to the AdvancedCopy Manager definition file failed.

### System action

The system terminates processing.

### System administrator response

Note that the locale specified during installation of the product is the locale value displayed in **Code** column when the stgenvdsp command (Environment information display command) is executed.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf5421

The devices using the same copy area cannot be displayed to the specified device.

### Explanation

Devices using the same copy area cannot be displayed for the specified device.

### System action

The system terminates processing.

### System administrator response

Check if the specified device is any of the following:

- The device is not in the ETERNUS Disk storage system whose devices have the Advanced Copy function installed.
  - The device is an SDX object operated in logical volume mode.
  - The device has not been set up (i.e., settings may not be appropriate for an existing device; for example, the Advanced Copy license is not set, or the cache table size is not set or is insufficient).
  - The device is a VxVM volume that is not supported.
- 

### swstf5422

The devices in the same logical group cannot be displayed to the specified device.

### Explanation

Devices in the same logical group cannot be displayed for the specified device.

### System action

The system terminates processing.

## System administrator response

Check if the specified device is LVM or VxVM.

When the device does not correspond to one of the abovementioned types, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf6001

Usage : stgenvdisp [-n Logical-Node-Name]

#### Explanation

An invalid option was specified with the command.

#### System action

The system terminates processing.

#### System administrator response

Confirm the correct usage of the command, and re-execute the command.

---

### swstf6002

The environment of the specified logical node name does not exist.

#### Explanation

There is no environment of the specified logical node.

#### System action

The system terminates processing.

#### System administrator response

Please re-execute it after confirming logical node name.

---

### swstf6003

The error occurred. Code = *code1-code2-code3*

#### Explanation

An error occurred.

#### Parameters

*code1* : Internal code 1

*code2* : Internal code 2

*code3* : Internal code 3

#### System action

The system continues processing.

#### System administrator response

For *code1*, refer to the table below and take appropriate action.

Corresponding messages are displayed in information on erroneous transactions in a cluster environment.

Table 16.1 Internal code explanations and actions

Value of code1	Explanation	Action Plan
1	Access of the management file failed.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
2	Activation of the internal command failed.	
3	An error occurred when information on the Management Server environment was displayed.	<p>If the error occurred during cluster operation, then check whether the shared disk containing AdvancedCopy Manager shared data is mounted or is online. If the shared disk is not mounted or is offline, then mount it or set it to the online state, and re-execute the command.</p> <p>If no server was added in the Managed Server and Managed Server transaction, then "???" is displayed for the Manager IP address and the corresponding message is output.</p> <p>If the error occurred during non-cluster operation or during cluster operation with the shared disk mounted or online, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
4	The port number is not set.	<p>Check the port number of the corresponding daemon/service in the following services file:</p> <ul style="list-style-type: none"> <li>- For Solaris, Linux, HP-UX, or AIX: /etc/services</li> <li>- For Windows: %SystemRoot%\system32\drivers\etc\services</li> </ul>

\*1: Refer to the following manual for an explanation on how to collect the information required for troubleshooting.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### swstf8000

Registry reading failed.

#### Explanation

The registry could not be read.

#### System action

The system terminates processing.

#### System administrator response

Check whether AdvancedCopy Manager is installed correctly.

---

#### swstf8001

Registry information file reading failed.

#### Explanation

The registry information file could not be read.

#### System action

The system terminates processing.

#### System administrator response

Check whether AdvancedCopy Manager is installed normally.

---

#### swstf8002

DB environment setup failed.

### Explanation

The DB environment could not be set up.

### System action

The system terminates processing.

### System administrator response

Perform error processing of the DB setup command and then retry. Note that this message is also output if Cancel is selected by the DB setup command.

---

## swstf8004

Registry writing failed.

### Explanation

Data could not be written to the registry.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8007

A handle used to identify the service control manager database could not be obtained.

### Explanation

A handle used to identify the service control manager database could not be obtained.

### System action

The system terminates processing.

### System administrator response

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*, and start the AdvancedCopy Manager service.

---

## swstf8008

Service activation failed. Service name = *serviceName*

### Explanation

The service shown in *serviceName* could not be started.

### Parameters

*serviceName* : Service name

### System action

The system terminates processing.

### System administrator response

Refer to "Starting and Stopping Services" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*, and start the service shown in *serviceName*.

---

**swstf8100**

The cluster setup of the primary node has been completed. Next, create the cluster environment of the secondary node.

**Explanation**

The cluster setup of the primary node has been completed.

**System action**

The system ends processing normally.

**System administrator response**

In accordance with the procedure for creating a cluster environment, perform the next step.

---

**swstf8101**

The cluster setup of the secondary node has been completed.

**Explanation**

The cluster setup of the secondary node has been completed.

**System action**

The system ends processing normally.

**System administrator response**

In accordance with the procedure for creating a cluster environment, perform the next step.

---

**swstf8102**

The cluster deletion of the primary node has been completed.

**Explanation**

The cluster deletion of the primary node has been completed.

**System action**

The system ends processing normally.

**System administrator response**

In accordance with the procedure for deleting a cluster environment, perform the next step.

---

**swstf8103**

The cluster deletion of the secondary node has been completed. Next, delete the cluster environment of the primary node.

**Explanation**

The cluster deletion of the secondary node has been completed.

**System action**

The system ends processing normally.

**System administrator response**

In accordance with the procedure for deleting a cluster environment, perform the next step.

---

**swstf8104**

The cluster setup command or cluster unsetup command is already running.

## Explanation

The cluster setup command or cluster unsetup command is already running.

## System action

The system terminates processing.

## System administrator response

Verify that no other cluster setup command or cluster deletion command is running.

---

### swstf8105

Failed to acquire information from the cluster file. Error Code = *errCode*, File Name = *fileName*

## Explanation

It failed to acquire information from the cluster file.

## Parameters

*errCode* : Error code

*fileName* : Cluster file name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8106

No cluster environment setting file exists. File Name = *fileName*

## Explanation

No cluster environment setting file exists.

## Parameters

*fileName* : Cluster environment setting file name

## System action

The system terminates processing.

## System administrator response

- For Solaris, Linux, HP-UX, or AIX:
    - Verify that a correct mount point name is used for the shared disk.
    - Check the mount status of the shared disk.
  - For Windows:
    - Contact a Fujitsu system engineer.
- 

### swstf8107

The cluster setup has been completed.

## Explanation

The cluster setup has been completed.



### System action

The system terminates processing.

### System administrator response

Verify that the AdvancedCopy Manager logical node name or job name (service name) is not duplicated.

Verify that an AdvancedCopy Manager shared disk used in another cluster is not mounted.

---

### swstf8108

Failed to acquire information from the registry information file. Error Code = *errCode*, File Name = *fileName*

### Explanation

Failed to acquire information from the registry information file.

### Parameters

*errCode* : Error code

*fileName* : Registry information file name

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8109

The processing was canceled.

### Explanation

The processing was canceled.

### System action

The system terminates processing.

### System administrator response

No response is required.

---

### swstf8110

A cluster system environment has been created in *clusterName*.

### Explanation

A clustered system environment was already created in another clustered system.

### Parameters

*clusterName* : Name of clustered system that has been created. The displayed strings and explanation are as follows:

Displayed Strings	Clustered System Name
SAFE	SynfinityCluster or PRIMECLUSTER
MSCS	MSCS or WSFC
MCSG	MC/ServiceGuard
VCS	VERITAS Cluster Server
PRM	PRIMECLUSTER

Displayed Strings	Clustered System Name
HACM	High Availability Cluster Multi-Processing
GEN	Clustered system used by the method of "Solaris/Linux/HP-UX version cluster setup" in the <i>ETERNUS SF Cluster Environment Setup Guide</i> .

#### System action

The system terminates processing.

#### System administrator response

Use the cluster setup command supported by the current OS to create a cluster environment.

#### swstf8111

The number of nodes that can be registered is exceeded. Maximum Number of Nodes=*maxNumber*

#### Explanation

The number of nodes that can be registered is exceeded.

#### Parameters

*maxNumber*: Maximum number of cluster environments that can be registered

#### System action

The system terminates processing.

#### System administrator response

Unsetup other cluster environments and re-execute processing.

If no other cluster environments can be modified, contact a Fujitsu system engineer.

#### swstf8112

The cluster setup tool does not support this version of AdvancedCopy Manager.

#### Explanation

The cluster setup tool does not support this version of AdvancedCopy Manager.

#### System action

The system terminates processing.

#### System administrator response

Check the version of AdvancedCopy Manager.

#### swstf8114

Failed to create a cluster environment on a shared disk. Error Code=*errCode1-errCode2*

#### Explanation

It failed to create a cluster environment on a shared disk.

#### Parameters

*errCode1*: Error code 1

*errCode2*: Error code 2

#### System action

The system terminates processing.

## System administrator response

Verify that the shared disk can be used on the execution node.

---

### swstf8115

The cluster environment creation command terminated with an error. Error Code = *errCode1-errCode2*, Package Name = *pkgName*

#### Explanation

The cluster environment creation command terminated with an error.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

*pkgName* : Package name of the command that terminated with an error

#### System action

The system terminates processing.

## System administrator response

Set up the environment for the package that terminated with an error in accordance with the relevant instructions.

For information on instruction for the package, refer to the following:

- For Solaris, Linux, HP-UX, or AIX:

Other: Message/s output immediately to this message being output

- For Windows:

- FJSVswstf: *workDir\var\clset\clset\_FJSVswstf.log*

- FJSVswsts: *workDir\var\clset\clset\_FJSVswsts.log*

- FJSVswsrp: *workDir\var\clset\clset\_FJSVswsrp.log*

- PortServ: A message box that was output before this message was output

- DBSetUp: Contact a Fujitsu system engineer.

---

### swstf8116

Failed to read the command definition file for creating a cluster environment.

#### Explanation

It failed to read the command definition file for creating a cluster environment.

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8117

Failed to set up information in the cluster file. Error Code = *errCode*, File Name = *fileName*

#### Explanation

Failed to set up information in the cluster file.

## Parameters

*errCode* : Error code

*fileName* : Cluster file name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8118

The service name is already used in another cluster environment *nodeName*.

## Explanation

The service name (job name) was already being used in another cluster environment.

## Parameters

*nodeName* : Name of AdvancedCopy Manager logical node that uses the service name (job name)

## System action

The system terminates processing.

## System administrator response

Check the service name

---

## swstf8119

Failed to create a registry information file. Error Code = *errCode1-errCode2*

## Explanation

Failed to create a registry information file.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8120

The node name is in an invalid format.

## Explanation

The node name is in an invalid format.

## System action

The system terminates processing.

## System administrator response

Check the AdvancedCopy Manager logical node name.

---

### swstf8121

The Storage Management Server has been constructed with another node name *nodeName*.

## Explanation

The Management Server has been set up in AdvancedCopy Manager with another logical node name.

## Parameters

*nodeName* : Name of AdvancedCopy Manager logical node constructed as a Management Server transaction

## System action

The system terminates processing.

## System administrator response

Check the logical node name in the setup of the Management Server transaction.

---

### swstf8122

The primary node has an environment constructed with another cluster system *clusterName*.

## Explanation

The primary node has an environment set up for another clustered system.

## Parameters

*clusterName* : Clustered system of the primary node

## System action

The system terminates processing.

## System administrator response

Configure an environment using the same command as that for the clustered system of the primary node.

---

### swstf8123

The primary node has an environment constructed with another server type *serverType*.

## Explanation

The primary node has an environment set up with another server type.

## Parameters

*serverType* : Server type of the primary node. The displayed strings and explanation are as follows:

Displayed Strings	Explanation
1	Management Server
2	Managed Server

## System action

The system terminates processing.

## System administrator response

Check the Managed Server type.

---

## swstf8124

The primary node has an environment constructed with another language *lang*.

### Explanation

The primary node has an environment set up with another language.

### Parameters

*lang* : Language type of the primary node. The displayed strings and explanation are as follows:

Displayed Strings	Explanation
JAPANESE	Japanese version
ENGLISH	English version

### System action

The system terminates processing.

### System administrator response

Check the AdvancedCopy Manager language type.

---

## swstf8125

The primary node has an environment constructed with another code *code*.

### Explanation

The primary node has an environment set up with another code.

### Parameters

*code* : Code of the primary node

### System action

The system terminates processing.

### System administrator response

Check the AdvancedCopy Manager code.

---

## swstf8126

The primary node does not have a cluster environment.

### Explanation

The primary node does not have a cluster environment.

### System action

The system terminates processing.

### System administrator response

Configure a cluster environment for the primary node.

Verify that the mount point or disk resource is correct.

---

## swstf8127

The primary node has an environment constructed with another version *version*.

### Explanation

The primary node has an environment set up with another version.

### Parameters

*version* : Version of the primary node

### System action

The system terminates processing.

### System administrator response

Check the AdvancedCopy Manager version.

---

## swstf8129

The primary node has an environment constructed with another AFS type *type*.

### Explanation

The primary node has an environment set up with another AFS type.

### Parameters

*type* : AFS type. The displayed strings and explanation are as follows:

Displayed Strings	Explanation
1	Non-AFS
2	AFS

### System action

The system terminates processing.

### System administrator response

Check the AdvancedCopy Manager AFS type.

---

## swstf8130

No cluster environment has been created.

### Explanation

No cluster environment has been created.

### System action

The system terminates processing.

### System administrator response

Verify that an AdvancedCopy Manager cluster environment was created.

---

## swstf8131

The command for unsetup the cluster environment terminated with an error. Error Code = *errCode1-errCode2*, Package Name = *pkgName*

### Explanation

The command for unsetup the cluster environment terminated with an error.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

*pkgName* : Package name of the command that terminated with an error

## System action

The system terminates processing.

## System administrator response

Set up the environment for the package that terminated with an error in accordance with the relevant instructions.

For information on instructions for the package, refer to the following:

- For Solaris, Linux, HP-UX, or AIX:

Other: Message/s output immediately to this message being output

- For Windows:

- FJSVswstf: *workDir*\var\clset\clset\_FJSVswstf.log

- FJSVswsts: *workDir*\var\clset\clset\_FJSVswsts.log

- FJSVswsrp: *workDir*\var\clset\clset\_FJSVswsrp.log

- PortServ: A message box that was output before this message was output

- DBSetUp: Contact a Fujitsu system engineer.

---

## swstf8132

The cluster environment of the secondary node has not been deleted.

## Explanation

The cluster environment of the secondary node has not been deleted.

## System action

The system terminates processing.

## System administrator response

After deleting the cluster environment of the secondary node, re-execute processing.

Execute processing after deleting the cluster environment of all secondary nodes in cluster operation.

---

## swstf8133

Failed to clear the cluster file. Error Code = *errCode*, File Name = *pathName*

## Explanation

It failed to clear the cluster file.

## Parameters

*errCode* : Error code

*pathName* : Cluster file path

## System action

The system continues processing.



## System administrator response

Although the cluster environment was deleted, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8134

Failed to delete the cluster file. Error Code = *errCode1-errCode2*, File Name = *pathName*

#### Explanation

It failed to delete the cluster file.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

*pathName* : Cluster file path

#### System action

The system continues processing.

## System administrator response

Although the cluster environment was deleted, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8135

Deletion of the cluster in forced mode has been completed.

#### Explanation

Deletion of the cluster in forced mode has been completed.

#### System action

The system ends processing.

## System administrator response

In accordance with the procedure for deleting a cluster environment, perform the next step.

---

### swstf8136

No cluster environment with the node name (*nodeName*) has been created.

#### Explanation

No cluster environment with the specified node name has been created.

#### Parameters

*nodeName* : Specified AdvancedCopy Manager logical node name

#### System action

The system terminates processing.

## System administrator response

Check the AdvancedCopy Manager logical node name.

---

### swstf8137

The node was not deleted.

### Explanation

The node was not deleted.

### System action

The system terminates processing.

### System administrator response

After deleting the node, re-execute processing.

---

## swstf8138

The cluster file does not exist. File Name = *pathName*

### Explanation

The cluster file does not exist.

### Parameters

*pathName* : Cluster file pathname

### System action

The system terminates processing.

### System administrator response

- For Solaris, Linux, HP-UX, or AIX:

Check the mount status of the shared disk.

- For Windows:

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8139

Failed to restore the registry information file. Error Code = *errCode*

### Explanation

It failed to restore the registry information file.

### Parameters

*errCode* : Error code

### System action

The system continues processing.

### System administrator response

Although the cluster environment was deleted, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8141

The secondary node has a cluster environment.

### Explanation

The secondary node has a cluster environment.

### System action

The system terminates processing.

### System administrator response

Verify that the mount point or disk resource is correct.

---

### swstf8142

The primary node has a cluster environment constructed with the logical node *nodeName*.

### Explanation

The primary node has a cluster environment set up with the logical node.

### Parameters

*nodeName* : AdvancedCopy Manager logical node name

### System action

The system terminates processing.

### System administrator response

Verify that the mount point or disk resource or shared disk is correct.

---

### swstf8143

The cluster deletion of the secondary node has been completed. Next, delete the cluster environment of another secondary node.

### Explanation

The cluster deletion of the secondary node has been completed. Next, delete the cluster environment of another secondary node.

### System action

The system ends processing.

### System administrator response

In accordance with the procedure for deleting a cluster environment, perform the next step.

---

### swstf8199

An internal inconsistency occurred.

### Explanation

An internal conflict occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8200

*value1* or *value2* must be specified in *option*.

### Explanation

The value shown in *value1* or *value2* must be specified with the option shown in *option*.

## Parameters

*option* : Option  
*value1* : Specifiable value 1  
*value2* : Specifiable value 2

## System action

The system terminates processing.

## System administrator response

Re-execute processing using correct values.

---

### swstf8201

*value* must be specified in *option*.

## Explanation

The value shown in *value* must be specified with the option shown in *option*.

## Parameters

*option* : Option  
*value* : Specifiable value

## System action

The system terminates processing.

## System administrator response

Re-execute processing using correct values.

---

### swstf8202

Failed to start the command. Error Code = *errCode1-errCode2*, Command Name = *commandName*

## Explanation

It failed to start the command.

## Parameters

*errCode1* : Error code 1  
*errCode2* : Error code 2  
*commandName* : Command name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8203

The command was started by someone else than the root user.

## Explanation

The command was started by someone else than the root user.

## System action

The system terminates processing.

### System administrator response

The root user must execute the command.

---

#### swstf8204

The -f option cannot be specified on the Storage server.

### Explanation

The -f option cannot be specified on the Managed Server.

### System action

The system terminates processing.

### System administrator response

If the type of server which the AdvancedCopy Manager is installed is Manager, verify that the Management Server transaction has not already been set up.

Re-execute the command without the -f option.

---

#### swstf8205

The IP address was in an invalid format.

### Explanation

The IP address was in an invalid format.

### System action

The system terminates processing.

### System administrator response

Check the IP address.

---

#### swstf8206

A reserved word was specified as the node name.

### Explanation

A reserved word was specified as the node name.

### System action

The system terminates processing.

### System administrator response

Check the AdvancedCopy Manager logical node name.

---

#### swstf8207

Data different from the previous time was specified. Option = *option*, Data = *data*

### Explanation

Data different from the previous time was specified.

### Parameters

*option* : Option

*data* : Data previously specified

### System action

The system terminates processing.

### System administrator response

Check the option value.

---

#### swstf8208

Do not mount the shared disk.

### Explanation

Do not mount the shared disk.

### System action

The system terminates processing.

### System administrator response

Check the mount state of the shared disk for AdvancedCopy Manager shared data.

When the server is the Management Server transaction, also check the mount state of DB file system.

---

#### swstf8209

Failed to start the mount check command.

### Explanation

It failed to start the mount check command.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### swstf8210

An error occurs though the cluster environment of AdvancedCopy Manager was removed. Carry out treatment corresponding to the message being output.

### Explanation

An error occurs though the cluster environment of AdvancedCopy Manager was removed. Carry out treatment corresponding to the message being output.

### System action

The system ends processing.

### System administrator response

Comply with [System administrator response] of message that is output before this message.

---

#### swstf8211

The shared disk for another service is mounted. node=*nodeName*.

### Explanation

The shared disk for another service is mounted.

## Parameters

*nodeName* : Logical node name for the shared disk which is being mounted

## System action

The system terminates processing.

## System administrator response

Check whether the mounted shared disk is also object transactions.

---

### swstf8212

The subnet was in an invalid format.

## Explanation

The subnet was in an invalid format.

## System action

The system terminates processing.

## System administrator response

Check the format of the subnet.

---

### swstf8213

Failed in the acquisition of the device information.

## Explanation

It failed in the acquisition of the device information.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8214

A device is different. The last device=*deviceName1*, This device=*deviceName2*

## Explanation

The device has changed.

## Parameters

*deviceName1* : Device mounted to the mount point of the shared disk for AdvancedCopy Manager shared data when a command was executed last time

*deviceName2* : Device mounted to the mount point of the shared disk for current AdvancedCopy Manager shared data

## System action

The system terminates processing.

## System administrator response

Mount the last time used device and re-execute processing.

---

### swstf8215

The service is not offline.

#### Explanation

The service is not offline.

#### System action

The system terminates processing.

#### System administrator response

Stops the transactions and re-execute a command.

---

### swstf8300

AdvancedCopy Manager has not been installed.

#### Explanation

AdvancedCopy Manager has not been installed.

#### System action

The system terminates processing.

#### System administrator response

Verify that AdvancedCopy Manager has been correctly installed.

---

### swstf8301

The IP address or subnet mask was incorrect.

#### Explanation

The IP address or subnet mask was incorrect.

#### System action

The system terminates processing.

#### System administrator response

Check the IP address or subnet mask.

---

### swstf8302

Failed to connect to the service control manager. Error Code = *errCode*

#### Explanation

It failed to connect to the service control manager.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8303

Failed to open the service. Service Name: *serviceName*, Error Code = *errCode*



## Explanation

It failed to open the service.

## Parameters

*serviceName* : Service name

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8304

Failed to acquire the service status. Service Name: *serviceName*, Error Code = *errCode*

## Explanation

It failed to acquire the service status.

## Parameters

*serviceName* : Service name

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8305

Failed to wait for a thread. Error Code = *errCode*

## Explanation

It failed to wait for a thread.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8306

Failed to stop the service. Service Name: *serviceName*, Error Code = *errCode*

## Explanation

It failed to stop the service.

## Parameters

*serviceName* : Service name  
*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Manually stop the service.

---

### swstf8307

Failed to stop the service (timeout). Service Name: *serviceName*

## Explanation

It failed to stop the service due to a timeout.

## Parameters

*serviceName* : Service name

## System action

The system terminates processing.

## System administrator response

Manually stop the service.

---

### swstf8308

The program will not be correctly installed if you cancel the setup now. Do you want to cancel the setup?

## Explanation

The program will not be correctly installed if you cancel the setup now. Do you want to cancel the setup?

## System action

The system terminates processing if **Yes** is clicked.

## System administrator response

Select **Yes** to cancel setup.  
Select **No** to continue setup.

---

### swstf8309

No parameter was entered.

## Explanation

No parameter was entered.

## System action

The system terminates processing.

## System administrator response

Enter parameters that were not entered.

---

### swstf8310

The free space was not sufficient for the setup.

## Explanation

The free space was not sufficient for the setup.

## System action

The system terminates processing.

## System administrator response

Secure necessary free space.

Verify that you have the ownership for the selected disk.

Check the status of the selected disk.

---

## swstf8311

An invalid subnet mask was used.

## Explanation

An invalid subnet mask was used.

## System action

The system terminates processing.

## System administrator response

Check the IP address or subnet mask.

---

## swstf8312

Failed to create a directory. Directory = *pathName*

## Explanation

It failed to create a directory.

## Parameters

*pathName* : Directory path

## System action

The system terminates processing.

## System administrator response

After creating a directory, re-execute processing.

---

## swstf8313

Failed to set up registry information.

## Explanation

It failed to set up registry information.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)*

---

### swstf8314

The cluster environment will not be released if you cancel the unsetup now. Do you want to cancel the unsetup?

#### Explanation

The cluster environment will not be released if you cancel the unsetup now. Do you want to cancel the unsetup?

#### System action

The system terminates processing if **Yes** is clicked.

#### System administrator response

Select **Yes** to cancel unsetup.

Select **No** to continue unsetup.

---

### swstf8315

No logical node name was selected.

#### Explanation

No logical node name was selected.

#### System action

The system terminates processing.

#### System administrator response

Select a logical node name.

---

### swstf8316

Failed to create a thread. Error Code = *errCode*

#### Explanation

It failed to create a thread.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8317

Are you sure the cluster environment may be forcibly released?

#### Explanation

Are you sure the cluster environment may be forcibly released?

#### System action

The cluster environment is forcibly released if **Yes** is clicked.

#### System administrator response

Select **Yes** to continue forcibly unsetup.

Select **No** to cancel forcibly unsetup.

---

### swstf8318

Failed to fetch computer name. Error Code = *errCode*

#### Explanation

It failed to fetch the computer name.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8400

Usage: `stgclset_safe -k NodeType -m MountPoint [-n NodeName -s Service] [-i IPAddress -f mgr] [-r cmd]`

#### Explanation

An invalid option was specified.

#### System action

The system terminates processing.

#### System administrator response

After checking the command, re-execute processing.

---

### swstf8401

For the primary node, specify an IP address, node name, and service name.

#### Explanation

For the primary node, specify an IP address, node name, and service name (job name).

#### System action

The system terminates processing.

#### System administrator response

After checking the command, re-execute processing.

---

### swstf8402

For the secondary node, no node type, or mount point can be specified.

#### Explanation

For the secondary node, no node type, or mount point can be specified.

#### System action

The system terminates processing.

#### System administrator response

After checking the command, re-execute processing.

---

### swstf8403

Failed to register the status transition procedure. Error Code = *errCode1-errCode2*

#### Explanation

It failed to register the status transition procedure.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8404

SynfinityCluster or PRIMECLUSTER has not been installed.

#### Explanation

SynfinityCluster or PRIMECLUSTER has not been installed.

#### System action

The system terminates processing.

#### System administrator response

Check the SynfinityCluster or PRIMECLUSTER environment.

---

### swstf8405

Usage: `stgclunset_safe -n NodeName [-f]`

#### Explanation

An invalid option was specified.

#### System action

The system terminates processing.

#### System administrator response

After checking the command, re-execute processing.

---

### swstf8406

Failed to delete the status transition procedure. Error Code = *errCode1-errCode2*

#### Explanation

it failed to delete the status transition procedure.

#### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8407

For the Storage Management Server transaction, specify an IP Address.

## Explanation

For the Management Server transaction, specify an IP Address.

## System action

The system terminates processing.

## System administrator response

Re-execute after checking the IP address.

---

### swstf8408

For the Storage server transaction, no IP Address can be specified.

## Explanation

For the Managed Server transaction, no IP Address can be specified.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8409

Failed to delete the CmdLine resource. Error Code=*errCode1-errCode2*

## Explanation

It failed to delete the command line resource.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8410

It failed in the registration of the CmdLine resource. Error Code=*errCode1-errCode2*

## Explanation

Failed to register the command line resource.

## Parameters

*errCode1* : Error code 1  
*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8450

Usage : stgclset\_sun -k NodeType -m MountPoint [-h NetworkResource -n NodeName -s Service] [-i IPAddress -f mgr]

## Explanation

An incorrect option has been specified.

## System action

The system terminates processing.

## System administrator response

Check the command, then re-execute.

---

### swstf8451

For the primary node, specify a network resource, node name, and service name.

## Explanation

Specify the network resource name, the node name, and the transaction name at the primary node.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8452

For the secondary node, it can not be specified except for node type and mount point.

## Explanation

Only node type and mount point can be specified at the secondary node.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8453

For the Storage management server transaction, specify an IP address.

## Explanation

Specify the IP address for the Management Server transaction.



### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### **swstf8454**

For the Storage server transaction, no IP address can be specified.

### Explanation

An IP address cannot be specified for Managed Server transactions.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### **swstf8455**

Sun Cluster has not been installed.

### Explanation

Sun Cluster is not installed.

### System action

The system terminates processing.

### System administrator response

Check the Sun Cluster environment.

---

#### **swstf8456**

The network resource is already used in another cluster environment *nodeName*.

### Explanation

The network resource is already being used by another cluster environment.

### Parameters

*nodeName* : Storage MGR logical node name that is using the network resource

### System action

The system terminates processing.

### System administrator response

Ensure the network resource as specified is the correct one.

---

#### **swstf8457**

Failed to add AdvancedCopy Manager resource.

### Explanation

AdvancedCopy Manager resource registration failed.

### System action

The system terminates processing.

### System administrator response

The "scrgadm" command executed using the cluster configuration commands is displayed on the screen. Fix the "scrgadm" command problem, and then re-execute the cluster configuration command.

---

### swstf8458

Failed to execute the AdvancedCopy Manager resource add command.

### Explanation

The AdvancedCopy Manager resource registration command failed to start.

### System action

The system terminates processing.

### System administrator response

Contact your Fujitsu system engineer.

---

### swstf8459

Failed to delete the AdvancedCopy Manager resource.

### Explanation

The AdvancedCopy Manager application resource deletion failed.

### System action

The system terminates processing.

### System administrator response

Manually delete the AdvancedCopy Manager application resource for the relevant transaction.

The application resource name is "STGMGR-APP-*logicalNodeName*".

---

### swstf8460

Failed to delete the AdvancedCopy Manager resource type.

### Explanation

The AdvancedCopy Manager resource type deletion failed.

### System action

The system terminates processing.

### System administrator response

Manually delete the AdvancedCopy Manager resource type.

The AdvancedCopy Manager resource type name is "FJSV.S-MGR".

---

### swstf8461

Failed to confirm the resource group. *code=code. group=groupName*

### Explanation

Confirmation of the resource group failed.

## Parameters

*code* : Internal code

*groupName* : Resource group name

## System action

The system terminates processing.

## System administrator response

If *code* is 0, check that "RG MODE=Failover" is set for the transaction (resource group).

If *code* is a value other than 0, contact your Fujitsu system engineer.

---

## swstf8462

Usage: stgclunset\_sun -n NodeName [-f]

## Explanation

An incorrect option is specified.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

## swstf8500

A parameter was specified.

## Explanation

A parameter was specified.

## System action

The system terminates processing.

## System administrator response

Execute the command without specifying a parameter.

---

## swstf8501

Cluster Service was not started.

## Explanation

Cluster Service was not started.

## System action

The system terminates processing.

## System administrator response

Check the MSCS or cluster service environment.

---

## swstf8502

MSCS has not been installed.

## Explanation

MSCS or WSFC has not been installed.

### System action

The system terminates processing.

### System administrator response

Check the MSCS or cluster service environment. Verify the following:

- whether MSCS or WSFC is installed
- whether setup of MSCS or WSFC is completed

---

### swstf8503

Failed to acquire the drive name from the physical disk resource.

### Explanation

It failed to acquire the drive name from the physical disk resource.

### System action

The system terminates processing.

### System administrator response

Check the MSCS or cluster service environment.

---

### swstf8504

The usage of the IP address was not specified.

### Explanation

The usage of the IP address was not specified.

### System action

The system terminates processing.

### System administrator response

Specify the IP address.

---

### swstf8505

Failed to acquire the quorum disk name. Error Code = *errCode*

### Explanation

It failed to acquire the quorum disk name.

### System action

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Verify that the quorum disk is operating normally.

---

### swstf8506

Failed to acquire the quorum disk information.

## Explanation

It failed to acquire the quorum disk information.

## System action

The system terminates processing.

## System administrator response

Acquire the ownership of the quorum disk.

---

### swstf8507

Failed to acquire the quorum disk information. Error Code = *errCode*

## Explanation

It failed to acquire the quorum disk information.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Verify that the quorum disk is operating normally.

---

### swstf8508

Failed to acquire the primary node name. Error Code = *errCode*

## Explanation

It failed to acquire the primary node name.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8509

Failed to check the cluster group. Error Code = *errCode*

## Explanation

It failed to check the cluster group.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8510

Failed to create a cluster group. Error Code = *errCode*

#### Explanation

It failed to create a cluster group.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8511

Failed to set up the property information of the cluster group. Error Code = *errCode*

#### Explanation

It failed to set up the property information of the cluster group.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

## System administrator response

Verify that the cluster name is correct.

---

### swstf8512

Check whether group *groupName* exists. Error Code = *errCode*

#### Explanation

Check whether the group exists.

#### Parameters

*groupName* : Cluster group name

*errCode* : Error code

#### System action

The system terminates processing.

## System administrator response

Verify that the group exists.

---

### swstf8513

Failed to create a cluster resource. Error Code = *errCode*

## Explanation

It failed to create a cluster resource.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8514

Failed to set up the property information of the cluster resource. Error Code = *errCode*

## Explanation

It failed to set up the property information of the cluster resource.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Check the followings:

- Whether the cluster name is correct.
  - Whether the network name for external connection is correct.
  - Whether the network for external connection is available.
  - Whether the network name and IP address overlap others.
- 

## swstf8515

Failed to add a cluster dependence relationship. Error Code = *errCode*

## Explanation

It failed to add a cluster dependence relationship.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8516

Failed to copy *registry* registry. Resource Name = *resourceName*

## Explanation

It failed to replicate the registry.

## Parameters

*registry* : Registry

*resourceName* : Resource name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf8517

Failed to set up the priority ownership. Error Code = *errCode*

## Explanation

It failed to set up the priority ownership.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

A check is performed as to whether the cluster group specified by the service name (job name) in the cluster administrator (MSCS) or Failover Cluster Manager (WSFC) exists.

- When the cluster group exists, the property is checked for priority ownership.
- When priority ownership has been set up, the cluster configuration command is executed again.
- When there is no cluster group, the cluster group of a service name (job name) is created and a cluster configuration command is executed again.
- When priority ownership is not set up, priority ownership is set up and a cluster configuration command is executed again.

---

## swstf8518

Failed to acquire the local node name. Error Code = *errCode*

## Explanation

It failed to acquire the local node name.

## Parameters

*errCode* : Error code

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



---

### swstf8519

Acquire the ownership of *groupName* group.

#### Explanation

Acquire the ownership of the group.

#### Parameters

*groupName* : Cluster group name

#### System action

The system terminates processing.

#### System administrator response

Acquire the ownership of the cluster group.

---

### swstf8520

Failed to check the ownership of the group. Error Code = *errCode*

#### Explanation

It failed to check the ownership of the group.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8521

Failed to place *resourceName* offline. Error Code = *errCode1-errCode2*

#### Explanation

It failed to place the resource offline.

#### Parameters

*resourceName* : Resource name

*errCode1* : Error code 1

*errCode2* : Error code 2

#### System action

The system terminates processing.

#### System administrator response

After manually placing the resource offline, re-execute processing.

---

### swstf8522

Failed to delete the resource. Resource Name = *resourceName*, Error Code = *errCode*

#### Explanation

It failed to delete the resource.

## Parameters

*resourceName* : Resource name  
*errCode* : Error code

## System action

The system continues processing.

## System administrator response

Manually delete the resource.

---

### swstf8523

Failed to move the group. Error Code = *errCode*

## Explanation

Failed to move the group.

## Parameters

*errCode* : Error code

## System action

The system continues processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8524

Failed to find the cluster file. File Name = *fileName*

## Explanation

Failed to find the cluster file.

## Parameters

*fileName* : Cluster file name

## System action

The system terminates processing.

## System administrator response

Verify that the shared disk is online.

---

### swstf8550

Usage : `stgclset_mmsg -k NodeType -m MountPoint [-n NodeName -s Service -v VolumeGroup -i IPAddress -u Subnet]`

## Explanation

The syntax is incorrect or an invalid option has been specified.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

**swstf8551**

For the primary node, specify all options.

**Explanation**

For the primary node, specify all options.

**System action**

The system terminates processing.

**System administrator response**

Check that the command syntax is complete with all the required parameters, and re-execute.

---

**swstf8552**

For the secondary node, no node name or mount point can be specified.

**Explanation**

For the secondary node, no node name or mount point can be specified.

**System action**

The system terminates processing.

**System administrator response**

Check that the command syntax is complete with all the required parameters, and re-execute.

---

**swstf8553**

Usage : stgclunset\_mmsg -n NodeName [-f]

**Explanation**

The syntax is incorrect or an invalid option has been specified.

**System action**

The system terminates processing.

**System administrator response**

Check that the command syntax is complete with all the required parameters, and re-execute.

---

**swstf8554**

Failed in the preparation of the AdvancedCopy Manager start/stop command for the package.

**Explanation**

It failed in the preparation of the AdvancedCopy Manager start/stop command for the package.

**System action**

The system terminates processing.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

**swstf8555**

Failed in the deletion of the AdvancedCopy Manager start/stop command for the package.

## Explanation

It failed in the deletion of the AdvancedCopy Manager start/stop command for the package.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8556

Failed in the preparation of the sample control script for the package.

## Explanation

It failed in the preparation of the sample control script for the package.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8600

Usage : stgclset\_vcs -k NodeType -m MountPoint [ -n NodeName -s Service] [-i IPAddress -f mgr]

## Explanation

The syntax is incorrect or an invalid option has been specified.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8601

For the primary node, specify a node name, service name.

## Explanation

For the primary node, specify a node name, service name.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8602

VERITAS Cluster Server has not been installed.

## Explanation

VERITAS Cluster Server has not been installed.

### System action

The system terminates processing.

### System administrator response

Check the environment of VERITAS Cluster Server.

---

### swstf8603

Usage: stgclunset\_vcs -n nodeName [-f]

### Explanation

The syntax is incorrect or an invalid option has been specified.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8604

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

### Explanation

It failed to make the AdvancedCopy Manager application.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8605

For the secondary node, it can not be specified except for node type and mount point.

### Explanation

For the secondary node, it cannot be specified except for node type and mount point.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8606

For the Storage Management Server transaction, specify an IP address.

### Explanation

For the Management Server transaction, specify an IP address.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### swstf8607

For the Storage server transaction, no IP address can be specified.

### Explanation

For the Managed Server transaction, no IP address can be specified.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### swstf8608

Failed to delete the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

### Explanation

It failed to delete the AdvancedCopy Manager application.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### swstf8650

Usage: `stgclset_lxprm -k NodeType -m MountPoint [-n NodeName -s Service] [-i IPAddress -f mgr][ -r cmd]`

### Explanation

An invalid option was specified.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### swstf8651

For the primary node, specify a node name and service name.

### Explanation

For the primary node, specify a node name and service name.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8652

For the secondary node, it cannot be specified except for node type and mount point.

### Explanation

For the secondary node, it cannot be specified except for node type and mount point.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf8653

Failed to register the status transition procedure. Error Code = *errCode1-errCode2*

### Explanation

It failed to register the status transition procedure.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8654

PRIMECLUSTER has not been installed.

### Explanation

PRIMECLUSTER has not been installed.

### System action

The system terminates processing.

### System administrator response

Check the PRIMECLUSTER environment.

---

### swstf8655

Usage: `stgclunset_lxprm -n NodeName [-f]`

### Explanation

An invalid option was specified.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### swstf8656

Failed to delete the status transition procedure. Error Code = *errCode1-errCode2*

### Explanation

It failed to delete the status transition procedure.

### Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

#### swstf8657

For the Storage Management Server transaction, specify an IP address.

### Explanation

For the Management Server transaction, specify an IP Address.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### swstf8658

For the Storage server transaction, no IP address can be specified.

### Explanation

For the Managed Server transaction, no IP Address can be specified.

### System action

The system terminates processing.

### System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

#### swstf8659

Failed to delete the CmdLine resource. Error Code=*errCode1-errCode2*

### Explanation

It failed to delete the command line resource.



## Parameters

*errCode1* : Error code 1  
*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8660

It failed in the registration of the CmdLine resource. Error Code=*errCode1-errCode2*

## Explanation

It failed to register the command line resource.

## Parameters

*errCode1* : Error code 1  
*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8800

An internal inconsistency occurred.

## Explanation

An internal inconsistency occurred.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8801

No port number was entered.

## Explanation

No port number was entered.

## System action

The system terminates processing.

## System administrator response

Enter the port number and retry.

---

### swstf8802

The same port number was entered.

#### Explanation

The same port number was entered.

#### System action

The system terminates processing.

#### System administrator response

Check the port number.

Check whether the port number is right. Please perform by the port number which is not used by others.

---

### swstf8803

Port number specified in *serviceName1* has already been specified.  
Service that uses the port number=*serviceName2*

#### Explanation

The port number which had already been registered was specified.

#### Parameters

*serviceName1* : Service name

*serviceName2* : Registered service name

#### System action

The system terminates processing.

#### System administrator response

Check the port number and retry.

---

### swstf8804

An error occurred in searching port number information.

#### Explanation

An error occurred in searching port number information.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8805

Port number specified in *serviceName* has been set up with a different number.

#### Explanation

Port number specified has been set up with a different number.

#### Parameters

*serviceName* : Service name

## System action

The system terminates processing.

## System administrator response

Check the port number.

When you change a port number, manually change the port number of the live operations communication service (*stgxfws\_logicalNodeName*) found in the %SystemRoot%\system32\drivers\etc\services, and re-execute the task.

---

### swstf8806

Failed to register service *serviceName*.

## Explanation

It failed to register service.

## Parameters

*serviceName* : Service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8807

Failed to delete service *serviceName*.

## Explanation

It failed to delete service.

## Parameters

*serviceName* : Service name

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8809

Failed to acquire an account of AdvancedCopy Manager.

## Explanation

It failed to acquire an account of AdvancedCopy Manager.

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer. "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8810

Failed to register to the port number management file. Error=*errCode*

#### Explanation

It failed to register to the port number management file.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8811

Failed to read the port number management file. Error=*errCode*

#### Explanation

It failed to read the port number management file.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8812

Failed to write the port number. Error=*errCode*

#### Explanation

It failed to write the port number.

#### Parameters

*errCode* : Error code

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8813

Failed to acquire machine information.

#### Explanation

It failed to acquire machine information.

### System action

The system terminates processing.

### System administrator response

- If the cluster is customized by the user belonging to the Domain Administrators group in a cluster environment for Windows:  
Check whether Computer Browser service is running or not. Refer to "Customization for Windows version" in the *ETERNUS SF Cluster Environment Setup Guide* about the Computer Browser service.
- In the case other than mentioned above:  
Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8814

An invalid password was entered.

### Explanation

An invalid password was entered.

### System action

The system terminates processing.

### System administrator response

Check the password.

---

### swstf8815

Failed to write the linefeed.

### Explanation

It failed to write the linefeed.

### System action

The system terminates processing.

### System administrator response

Start a new line for the last of the %SystemRoot%\system32\drivers\etc\services file manually, and then re-execute.

---

### swstf8816

Failed to confirm the linefeed.

### Explanation

It failed to confirm the linefeed.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf8901

This command arguments are incorrect.

## Explanation

The command arguments are incorrect.

## System action

The system terminates processing.

## System administrator response

Do not execute this command. Execute the cluster unsetup command to unsetup the cluster setting.

Specify the correct argument to the command, if the cluster setup has been done by the method of "Solaris/Linux/HP-UX version cluster setup" in the *ETERNUS SF Cluster Environment Setup Guide*.

---

## swstf8902

Failed to open the cluster environment setting file. Filename=*fileName*

## Explanation

The cluster environment setting file (clsetup.ini) could not be opened.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check for the presence of the file and the access permission, and re-execute the command.

---

## swstf8903

Failed to read the cluster environment setting file. Filename=*fileName*, Section=*sectionName*, Key=*keyName*

## Explanation

The cluster environment setting file (clsetup.ini) could not be read.

## Parameters

*fileName* : File name

*sectionName* : Section name

*keyName* : Key name

## System action

The system terminates processing.

## System administrator response

Check the access permission and the accuracy of the file data, and re-execute the command.

---

## swstf8904

Failed to open the registry. Registry=*registry*, Key=*keyName*, Error=*errCode*

## Explanation

The registry could not be opened.

## Parameters

*registry* : Registry

*keyName* : Key name

*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

#### swstf8905

Failed to read the registry. Registry=*registry*, Key=*keyName*, Value=*value*, Error=*errCode*

### Explanation

The registry could not be read.

### Parameters

*registry* : Registry  
*keyName* : Key name  
*value* : Value name  
*errCode* : Error code

### System action

The system terminates processing.

### System administrator response

Recover registry information by using the OS standard function.

---

#### swstf8906

Failed to open the cluster setting definition file. Filename=*fileName*

### Explanation

The cluster setting define file could not be opened.

### Parameters

*fileName* : File name

### System action

The system terminates processing.

### System administrator response

Check for the presence of the cluster setting definition file shown in *fileName* and the access permission and re-execute the command.

---

#### swstf8907

Failed to read the cluster setting definition file. Filename=*fileName*, Line=*lineNumber*, Value=*value*

### Explanation

The cluster setting definition file could not be read.

### Parameters

*fileName* : File name  
*lineNumber* : Line number  
*value* : Data

### System action

The system terminates processing.

## System administrator response

The cluster setting definition file shown in *fileName* may be corrupt. Replace the cluster setting definition file with the file that was originally installed and then re-execute the command.

---

### swstf8908

The directory does not exist. Directory=*dirName*

#### Explanation

The directory could not be found.

#### Parameters

*dirName* : Directory name

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the directory and the access permission, and re-execute the command.

---

### swstf8909

Failed to copy the directory. Source Directory=*srcDirName*, Target Directory=*dstDirName*

#### Explanation

The directory could not be copied.

#### Parameters

*srcDirName* : Source directory for copying

*dstDirName* : Destination directory for copying

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the directory, the access permission, the free disk space, and re-execute the command.

---

### swstf8910

Failed to delete the directory. Directory=*dirName*

#### Explanation

The directory could not be deleted.

#### Parameters

*dirName* : Directory name

#### System action

The system terminates processing.

#### System administrator response

Check for the presence of the directory and the access permission, and re-execute the command.

---

### swstf8911

Failed to move the directory. Source Directory=*srcDirName*, Target Directory=*dstDirName*



## Explanation

The file could not be moved.

## Parameters

*srcDirName* : Source directory for moving

*dstDirName* : Destination directory for moving

## System action

The system terminates processing.

## System administrator response

Check for the presence of the directory, the access permission, the free disk space, and re-execute the command.

---

### swstf8912

Failed to create a directory. Directory=*dirName*

## Explanation

The directory could not be created.

## Parameters

*dirName* : Directory name

## System action

The system terminates processing.

## System administrator response

Check the access permission and the free disk space, and re-execute the command.

---

### swstf8913

Failed to copy the file. Source Filename=*srcFileName*, Target Filename=*dstFileName*

## Explanation

The file could not be copied.

## Parameters

*srcFileName* : Source file for copying

*dstFileName* : Destination file for copying

## System action

The system terminates processing.

## System administrator response

Check for the presence of the file and the access permission, and re-execute the command.

---

### swstf8914

Failed to delete the file. Filename=*fileName*

## Explanation

The file could not be deleted.

## Parameters

*fileName* : File name

## System action

The system terminates processing.

## System administrator response

Check for the presence of the file and the access permission, and re-execute the command.

---

### swstf8915

Failed to move the file. Source Filename=*srcFileName*, Target Filename=*dstFileName*

## Explanation

The file could not be moved.

## Parameters

*srcFileName* : Source file for moving

*dstFileName* : Destination file for moving

## System action

The system terminates processing.

## System administrator response

Check for the presence of the directory, the access permission, the free disk space. Then, re-execute the command.

---

### swstf8916

Failed to create a link. Source Path=*srcPathName*, Target Path=*dstPathName*

## Explanation

The link could not be created.

## Parameters

*srcPathName* : Link source

*dstPathName* : Link target

## System action

The system terminates processing.

## System administrator response

Check for the presence of the directory, the access permission, the free disk space. Then, re-execute the command.

---

### swstf8917

The command could not be called or the command failed. Command Line=*commandLine*

## Explanation

The command could not be executed or command failed.

## Parameters

*commandLine* : Command line

## System action

The system terminates processing.

## System administrator response

Check for the presence of the command shown in *commandLine*.

---

**swstf9000**

Usage : swtgcset\_hacmp -k NodeType -m MountPoint [-n NodeName -s Service]

**Explanation**

An invalid option was specified.

**System action**

The system terminates processing.

**System administrator response**

After checking the command, re-execute processing.

---

**swstf9001**

For the primary node, specify a node name, service name.

**Explanation**

For the primary node, specify a node name, service name.

**System action**

The system terminates processing.

**System administrator response**

After checking the command, re-execute processing.

---

**swstf9002**

High Availability Cluster Multi-Processing has not been installed.

**Explanation**

High Availability Cluster Multi-Processing has not been installed.

**System action**

The system terminates processing.

**System administrator response**

Check the environment of High Availability Cluster Multi-Processing.

---

**swstf9003**

Usage : stgclunset\_hacmp -n NodeName [-f]

**Explanation**

An invalid option was specified.

**System action**

The system terminates processing.

**System administrator response**

After checking the command, re-execute processing.

---

**swstf9004**

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

It failed to make the AdvancedCopy Manager application.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf9005

For the secondary node, it can not be specified except for node type and mount point.

## Explanation

For the secondary node, it cannot be specified except for node type and mount point.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

## swstf9008

Failed to delete the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

It failed to delete the AdvancedCopy Manager application.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

## swstf9050

Usage : stgclset\_aixvcs -k NodeType -m MountPoint [ -n NodeName -s Service]

## Explanation

An invalid option was specified.

## System action

The system terminates processing.

## System administrator response

After checking the command, re-execute processing.

---

### swstf9051

For the primary node, specify a node name, service name.

## Explanation

For the primary node, specify a node name, service name.

## System action

The system terminates processing.

## System administrator response

After checking the command, re-execute processing.

---

### swstf9052

VERITAS Cluster Server has not been installed.

## Explanation

VERITAS Cluster Server has not been installed.

## System action

The system terminates processing.

## System administrator response

Check the environment of VERITAS Cluster Server.

---

### swstf9053

Usage: stgclunset\_aixvcs -n NodeName [-f]

## Explanation

An invalid option was specified.

## System action

The system terminates processing.

## System administrator response

After checking the command, re-execute processing.

---

### swstf9054

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

It failed to make the AdvancedCopy Manager application.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf9055

For the secondary node, it can not be specified except for node type and mount point.

## Explanation

For the secondary node, it cannot be specified except for node type and mount point.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf9058

Failed to delete the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

It failed to delete the AdvancedCopy Manager application.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf9100

Usage : `stgclset_hpvc -k NodeType -m MountPoint [ -n NodeName -s Service]`

## Explanation

An invalid option was specified.

## System action

The system terminates processing.

## System administrator response

After checking the command, re-execute processing.

---

### swstf9101

For the primary node, specify a node name, service name.

## Explanation

For the primary node, specify a node name, service name.

## System action

The system terminates processing.

## System administrator response

After checking the command, re-execute processing.

---

### swstf9102

VERITAS Cluster Server has not been installed.

## Explanation

VERITAS Cluster Server has not been installed.

## System action

The system terminates processing.

## System administrator response

Check the environment of VERITAS Cluster Server.

---

### swstf9103

Usage: stgclunset\_hpvcs -n NodeName [-f]

## Explanation

An invalid option was specified.

## System action

The system terminates processing.

## System administrator response

After checking the command, re-execute processing.

---

### swstf9104

Failed to create the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

It failed to make the AdvancedCopy Manager application.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*

---

### swstf9105

For the secondary node, it can not be specified except for node type and mount point.

## Explanation

Only node type and mount point can be specified for the secondary node.

## System action

The system terminates processing.

## System administrator response

Check that the command syntax is complete with all the required parameters, and re-execute.

---

### swstf9108

Failed to delete the AdvancedCopy Manager application. Error Code = *errCode1-errCode2*

## Explanation

It failed to delete the AdvancedCopy Manager application.

## Parameters

*errCode1* : Error code 1

*errCode2* : Error code 2

## System action

The system terminates processing.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide*



# Chapter 17 Messages that begin with a number

There are messages that *yy* in the error message indicates one of the following function numbers according to the execution function used when an error occurred.

Table 17.1 Function number and name

Function Number of yy	Function Name
00	Common agent processing
01	Agent version acquisition
02	Device registration
03	Device deletion
04	Execution processing request
05	Host information collection
06	HBA information collection
07	Storage affinity information collection
08	Multipath information collection
09	Preparation for configuration information collection
10	Configuration information definition
11	Path diagnosis
12	Reserved
13	Reserved
14	Failure monitoring
15	Collection of detail information [error]

---

## 001

Internal error (System Error) [*function*]

### Explanation

An internal error occurred.

### Parameters

*function* : Function name

### System action

The system terminates processing.

### System administrator response

This error can possibly occur when the installation directory includes spaces.

Do not specify a directory with spaces (e.g., Program Files) as the installation directory.

If you still have a problem, contact a Fujitsu system engineer.

---

## 111

A port number could not be set.

### Explanation

The port number could not be set.

### System action

The system terminates processing.

### System administrator response

Check access permissions for the %SystemRoot%\system32\drivers\etc\services file and then retry.

If you still have a problem, contact a Fujitsu system engineer.

---

## 208

The service could not be registered. Service Name: [*serviceName*]

### Explanation

The service shown in *serviceName* could not be registered.

### Parameters

*serviceName* : Name of the service that could not be registered

### System action

The system terminates processing.

### System administrator response

Ensure that no existing service has the same name and then retry.

If you still have a problem, contact a Fujitsu system engineer.

---

## 211

SymfoWARE could not be installed.

### Explanation

Symfoware could not be installed.

### System action

The system terminates processing.

### System administrator response

An old version of Symfoware may have been installed. If Symfoware is already installed, check its version.

If you still have a problem, contact a Fujitsu system engineer.

---

## 215

Symfoware Client could not be installed.

### Explanation

Installation of Symfoware Client failed.

### System action

The system terminates processing.

### System administrator response

Contact a Fujitsu system engineer.

---

## 216

Failed to set up the ACCLI.

## Explanation

Set up of the ACCLI function failed.

## System action

The system terminates processing.

## System administrator response

Contact a Fujitsu system engineer.

---

## 217

The AdvancedCopy Manager's manager is already installed.

## Explanation

It failed to install the AdvancedCopy Manager's agent because the AdvancedCopy Manager's manager has already been installed.

## System action

The system terminates processing.

## System administrator response

Refer to the *ETERNUS SF Installation and Setup Guide*, and check the installation status of old version agent and incompatible software.

---

## 218

The AdvancedCopy Manager's agent is already installed.

## Explanation

It failed to install the AdvancedCopy Manager's agent because the AdvancedCopy Manager's agent has already been installed.

## System action

The system terminates processing.

## System administrator response

Refer to the *ETERNUS SF Installation and Setup Guide*, and check the installation status of old version agent and incompatible software.

---

## 219

The service is started.

Service Name : [*serviceName*]

## Explanation

It failed to install the AdvancedCopy Manager's agent because the displayed service is launched.

## Parameters

*serviceName* : Service name

## System action

The system terminates processing.

## System administrator response

Check the status of the displayed service.

If the service is launched, perform the installation procedure again after stopping the service.

Symfoware Server in a different version-level has already been installed.

#### Explanation

A different version of Symfoware Server has already been installed.

#### System action

The system terminates processing.

#### System administrator response

It is possible that a Symfoware Server that is not handled is installed. If the Symfoware Server is already installed, take the following action:

1. Install a Symfoware client with the same version as the installed Symfoware Server, and then re-install the manager.
2. Save the data of the current Symfoware Server, then uninstall Symfoware Server, and install AdvancedCopy Manager.

---

### 1000: Fyy s1 initialized.

#### Explanation

The agent was successfully initialized and started.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Agent

#### System administrator response

No response is required.

---

### 1009: Fyy s1 failed.

#### Explanation

The agent could not be initialized and started.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Agent

#### System administrator response

If an initialization error message is output, check the content.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 1009: Fyy s1 is failed that CreateEvent() is abnormal.(rc=d1)

#### Explanation

The agent could not be started because CreateEvent() failed during initialization.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Agent

*d1* : Return value of CreateEvent()

## System administrator response

Check the system environment for problems, such as the operating conditions of other applications.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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### 1204: Fyy Diagnostic Error: (port=d1/bus=d2/tid=d3/lun=d4) s1 s2 ( d5: s3 )

#### Explanation

The agent detected a path error during path diagnosis.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1*: Port number

*d2*: Bus number

*d3*: Target number

*d4*: LUN number

*s1*: Library in which an error was detected

*s2*: Library used for path diagnosis

*d5*: Return value of the library in which an error was detected

*s3*: Error message generated from *d5*

## System administrator response

Check whether the zoning on the switch or device other than the server node subject to path diagnosis has been changed. Also check whether the physical path connections and environment configurations and connections have been changed and whether individual device functions.

---

### 1205: Fyy Diagnostic Error: (port=d1/bus=d2/tid=d3/lun=d4) s1 s2 ( d5: s3 )

#### Explanation

Path diagnosis could not be executed for one of the following reasons:

- When *s1* is `sardc_proc_drive_no()`:

The physical drive number of the device subject to path diagnosis could not be obtained.

- When *s1* is `CreateFile()`:

- *s2*: Physical drive name (\\\\.\\PhysicalDrive%d)

The handle of the physical drive number could not be obtained.

- *s2*: "F3GLAADR"

The MPHD handle could not be obtained.

- When *s1* is `DeviceIoControl()`:

- *s2*: "F3GLAADR"

Path diagnosis was executed for a device not subject to MPHD control.

- When *s1* is `calloc()`:

Area acquisition failed.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1*: Port number

*d2*: Bus number

*d3*: Target number  
*d4*: LUN number  
*s1*: Library in which an error was detected  
*s2*: Error information  
*d5*: Return value of the library in which an error was detected  
*s3*: Error message generated from *d5*

### System administrator response

The target device may have been specified incorrectly. Check whether the target device to be diagnosed and the configuration and connection of the target server node are correct. Also, check whether a multipath environment and its configuration are normal.

If there is no system problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 1206: Fyy Status Error: (port=*d1*/bus=*d2*/tid=*d3*/lun=*d4*) sense code=*d5*, sub sense=*d6*, status=*d7*.

#### Explanation

The SCSI command executed for path diagnosis resulted in a SCSI STATUS error.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1*: Port number

*d2*: Bus number

*d3*: Target number

*d4*: LUN number

*d5*: Sense data of the SCSI command executed for path diagnosis

*d6*: Subsense data of the SCSI command executed for path diagnosis

*d7*: SCSI STATUS of the SCSI command executed for path diagnosis

### System administrator response

The path has no problem but the status of the device subjected to path diagnosis may be abnormal. Check the target device status, and then retry.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2000: Fyy Configuration error: f=*s1*,*s2*=*s3*.

#### priority

daemon.err

#### Explanation

The file content is destroyed.

Example: An entry terminal character (':') cannot be detected.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1*: Definition file name

*s2*: Message that reports a detected error

*s3*: Information (such as status) that determines an error

### System administrator response

Check the content of the definition file. If one of the following problems is found, correct the content of the file manually.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

- When *sI* is `"/kernel/drv/sd.conf"`:
  - No entry specification should incur a problem.  
"target=?" should not exist in any entry.  
No entry terminal character (;) should exist.
  - No entry should be duplicated.
- When *sI* is `"/kernel/drv/fjpfca.conf"`:
  - The alias entry specification should incur no problem.  
An alias and WWPN delimiter (:) are wrong.  
WWPN is not a 16-digit hexadecimal number.  
An alias is duplicated.  
No entry terminal character (;) exists.
  - The fcp-bind-target entry specification should have no problem  
An alias is wrong.  
WWPN is not a 16-digit hexadecimal number.  
A definition is duplicated.  
No entry terminal character (;) exists.
  - No entry should be duplicated.
- When *sI* is `"/kernel/drv/lpfc.conf"`:
  - The fcp-bind-WWPN entry specification should incur no problem.  
WWPN is not a 16-digit hexadecimal number.  
A definition is duplicated.  
No entry terminal character (;) exists.
  - No entry should be duplicated.

---

### 2005: Fyy Configuration error: Fail to open agent registry subkey(s1).

#### Explanation

Registry could not be opened.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*sI* : Path of the registry that could not be opened

#### System administrator response

The registry information may have been damaged. Check the path of the registry that could not be opened.

If there is no system problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2005: Fyy Configuration error: Fail to read agent registry key(s1).

#### Explanation

Registry could not be read.

## Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Path of registry that could not be read

## System administrator response

The registry information may have been damaged. Check the path of the registry that could not be read.

If there is no system problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2005: Fyy Configuration error: HBA(s1) driver registry key maybe wrong.

### Explanation

Registry information on the HBA driver is invalid.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : HBA product name

### System administrator response

Check the driver registry information. If possible, reinstall the driver and retry.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2005: Fyy Configuration error: Invalid WWPN definition detected.

### Explanation

An error was detected in the descriptions in the agent setting file wwpn.dat.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

### System administrator response

Check wwpn.dat. If an invalid statement is found, correct it and then retry.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2005: Fyy Configuration error: Invalid Trap-IP definition detected.Line(s1).

### Explanation

An error was detected in the descriptions in the trap destination setting file sanm.ip.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Line number which detects abnormality

### System administrator response

Check sanm.ip. If an invalid statement as IP address is found, correct it and then retry.



If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2005: Fyy Configuration error: s1

priority

daemon.err

### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

The meaning differs depending on the parameter *s1* output, as follows:

- When *s1* is "The number of configuration HBAs is zero.":

#### Explanation

An inconsistency was detected while HBA information was read.

#### System administrator response

The server node environment may not have been constructed normally.

Check whether the HBA driver has been installed and recognized correctly by the server node.

- When *s1* is "invalid description in sd.conf.":

#### Explanation

A description error was detected in the `/kernel/drv/sd.conf` file.

#### System administrator response

Correct the `/kernel/drv/sd.conf` file.

- When *s1* is one of the following:

"Invalid output of `fc_info -a`."

"Invalid output of `fc_info -i`."

"Invalid output of `fc_info`."

#### Explanation

An error exists in the output result of the `fc_info` command of the FUJITSU PCI Fibre Channel (`fjpfca`) driver.

#### System administrator response

Check whether the FUJITSU PCI Fibre Channel (`fjpfca`) driver installation is correct.

If this message is output even though the driver installation is correct, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information in the *ETERNUS SF Storage Cruiser Operation Guide*

- When *s1* is one of the following:

"`fjpfca`'s major number is not found."

"`qla2200`'s major number is not found."

#### Explanation

The major number for the FUJITSU PCI Fibre Channel (`fjpfca`) driver could not be obtained. Alternatively, the major number for the Qlogic QLA2200 driver could not be obtained.

#### System administrator response

Check whether the FUJITSU PCI Fibre Channel (`fjpfca`) driver installation is correct. Alternatively, check whether the Qlogic QLA2200 driver installation is correct.

If this message is output even though the driver installation is correct, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

- When *s/l* is one of the following:

"fjpfca.conf definition wrong."

"affinity definition wrong."

"Affinity definition wrong."

"alias definition wrong."

"alias length too long."

#### Explanation

Environment definition file /kernel/drv/fjpfca.conf for the FUJITSU PCI Fibre Channel (fjpfca) driver contains a definition error.

#### System administrator response

Check the definition in the fjpfca.conf file, correct any errors, and then re-execute.

- When *s/l* is "Invalid output of IOMPADM.":

#### Explanation

An invalid value was detected while multipath configuration information was read.

#### System administrator response

Check whether MPHD or MPLB is installed correctly. If this message is output even though the driver is installed correctly, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

- When *s/l* is "Invalid output of lputil.":

#### Explanation

An error exists in the output result of the lputil command of the Emulex LightPulse FC SCSI/IP Host Bus Adapter driver (lpfc driver). Alternatively, a non-supported version of the Emulex LightPulse FC SCSI/IP Host Bus Adapter driver (lpfc driver) is used.

#### System administrator response

Check whether the driver installation is correct. Alternatively, check whether the driver version is supported.

- When *s/l* is "Invalid output of lputil.":

#### Explanation

Environment definition file /kernel/drv/lpfc.conf for the Emulex LightPulse FC SCSI/IP Host Bus Adapter driver (lpfc driver) contains a binding definition error.

#### System administrator response

Check the binding definition in the lpfc.conf file, correct any errors, and then re-execute.

- When *s/l* is "Invalid output of prtconf. Entry count of fcaw is wrong.":

#### Explanation

An error exists in fcaw data that is output by the prtconf command.

#### System administrator response

Check whether the driver installation is correct.

---

## 2010: Fyy An request failed for unmatched IP address(s1) and any registered one.

### Explanation

The agent received an unintended device deletion request.

## Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : IP address of the Management Server that issued a device deletion request

## System administrator response

The agent ignores the unintended device deletion request from the Management Server. Check the Management Server that issued a device deletion request and the Management Server registered the agent. Also check the manager configuration.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2014: Fyy Configuration error: f=s1,s2

### priority

daemon.err

### Explanation

The definition file contains a problem.

(For example, the entry may include an invalid number of parameters or a required parameter may be missing)

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Definition file name

*s2* : Message that indicates the detected error (error data or information that determines the status)

## System administrator response

Check the content of the definition file. If one of the following problems is found, correct the content of the file manually.

If no problems are found, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

- When *s1* is "/kernel/drv/sd.conf":
  - No entry specification should incur a problem.
    - target="?" should not exist in any entry.
    - No entry terminal character (;) should exist.
  - No entry should be duplicated.
- When *s1* is "/kernel/drv/fjpfca.conf":
  - The alias entry specification should incur no problem.
    - An alias and WWPN delimiter (;) are wrong.
    - WWPN is not a 16-digit hexadecimal number.
    - An alias is duplicated.
    - No entry terminal character (;) exists.
  - The fcp-bind-target entry specification should have no problem
    - An alias is wrong.
    - WWPN is not a 16-digit hexadecimal number.
    - A definition is duplicated.
    - No entry terminal character (;) exists.
  - No entry should be duplicated.

- When *s1* is "/kernel/drv/lpfc.conf":
  - The fcp-bind-WWPN entry specification should incur no problem.  
WWPN is not a 16-digit hexadecimal number.  
A definition is duplicated.  
No entry terminal character (;) exists.
  - No entry should be duplicated.

---

### 2015: Fyy Illegal OS type(*d1*) detected.

#### Explanation

The operating system is not supported.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)  
*d1* : OS platform ID obtained by GetVersionEx()

#### System administrator response

Use a supported operating system for operation of the agent.

---

### 2016: Fyy Illegal OS Version(*d1.d2*) detected.

#### Explanation

The operating system is not supported.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)  
*d1* : OS major number obtained by GetVersionEx()  
*d2* : OS minor number obtained by GetVersionEx()

#### System administrator response

Use a supported operating system for operation of the agent.

---

### 2105: Fyy The TargetID(*d1*) is out of range.

#### Explanation

The agent detected invalid information.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)  
*d1* : Invalid value

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2105: Fyy (*s1*) exceeded limitation value (*d1*).

#### priority

daemon.err

#### Explanation

The allowable range was exceeded.

## Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Explanation of processing

*d1* : Tolerance

## System administrator response

Retry later.

---

### 2200: Fyy Parameter Error. check\_flag=d1.

## Explanation

There is insufficient information to execute path diagnosis.

## Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1* : Error information

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2200: Fyy Parameter Error. Invalid IP Length(d1).

## Explanation

The IP address of the Management Server that the agent received during a device addition or deletion request was invalid.

## Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1* : Length of received IP address

## System administrator response

If there is no system problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2200: Fyy Parameter Error. Invalid Request Action(d1).

## Explanation

Request Action issued by the agent to the Management Server is invalid.

## Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1* : Request Action value received from the Management Server

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2200: Fyy Parameter Error. s1

priority

daemon.err

### Explanation

An internal inconsistency occurred in the parameter data between the server node and Management Server.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Message that reports a detected error

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2203: Fyy Invalid OID: s1 (d1).

### Explanation

An invalid OID was received.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : MIB keyword

*d1* : Received value

### System administrator response

If there is no system problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2204: Fyy Invalid value type=d1, (request=d2).

### Explanation

OID was received as the request value but its data type was neither a character string nor a numeric.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1* : Data type value of received OID

*d2* : OID request value that was received

### System administrator response

If there is no system problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 2205: Fyy Invalid request=d1.

### Explanation

OID request value that was received is invalid.

### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*d1* : OID request value that was received

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2206: Fyy Request sequence is wrong. reason: s1

#### Explanation

The sequence of the instructions given to the Management Server by the agent is invalid.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)  
*s1*: Detail information

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2207: Fyy Path Type is wrong. reason: s1

#### Explanation

Information used for executing path diagnosis is invalid.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)  
*s1*: Error information

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 2300: Fyy Invalid IP(s1) address which is already added device.

#### Explanation

A device addition request was issued from the same Management Server to an agent to which a device had already been added.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)  
*s1*: IP address of the Management Server that issued a device addition request

## System administrator response

No response is required.

---

### 2305: Fyy Can not be set path, because hddv.conf exists.

#### priority

daemon.err

#### Explanation

Processing may have been performed in a multipath environment (in which definition files sd.conf and hddv.conf coexist).

## Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

## System administrator response

Refer to "Access Path Management" in the *ETERNUS SF Storage Cruiser Operation Guide* and then restore the environment such that definition file `sd.conf` can be recognized.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

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## 3100: Fyy System Error: s1: [s2]

The meaning depends on the output of *s1* and *s2* respectively as follows:

- Each output of *s1* and *s2* are as follows:

*s1*: "parentProcess"

*s2*: "command does not exist, or command failed (255)."

priority

daemon.err

Explanation

Command does not exist or the execution of command failed.

Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

System administrator response

When Emulex's HBA driver is installed and the `lputil` command does not exist, this message appears. The `lputil` command is sometimes regarded as another package, applications kit though it depends on Emulex's HBA driver version. In that case, install applications kit too.

If the above instruction cannot solve the problem, check the system environment for problems, such as the operating conditions of other application.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

- When *s1* is Library name:

priority

daemon.err

Explanation

An error occurred in the C library function or system call.

Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1*: Library name

*s2*: Supplementary information

System administrator response

Check the system environment for problems, such as the operating conditions of other applications.



If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3101: Fyy System Error: Some error has occurred in s1.

#### Explanation

The error occurred by the library functions other than C library function.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1*: Library name

#### System administrator response

Check the system environment including the operating statuses of other applications for problems.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3101: Fyy System Error: s1: [s2](d1: s3)

#### priority

daemon.err

#### Explanation

An error occurred in the C library function or system call.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1*: Library name

*s2*: Supplementary information

*d1*: Error number (errno)

*s3*: Error message character string (strerror (errno))

#### System administrator response

Check the system environment for problems, such as the operating conditions of other applications.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3109: Fyy Configuration file backup failed before Initialization. (s1)

#### priority

daemon.err

#### Explanation

The definition file could not be backed up when the agent was started.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1*: Processing to be performed upon the occurrence of an error

## System administrator response

Check the disk capacity and syslog to check the system environment for problems. If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3110: Fyy Configuration file copy failed. (s1)

#### priority

daemon.err

#### Explanation

The definition file could not be copied to the work backup file.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Processing to be performed upon the occurrence of an error

## System administrator response

Check the disk capacity and syslog to check the system environment for problems. If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3111: Fyy Registry backup failed before Initialization: file(s1) path(s2).

#### Explanation

The agent failed to back up registry information.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : Name of failing backup file

*s2* : Absolute path of failing backup file

## System administrator response

The agent has been started even though it failed to back up information. If the agent has not been started, check the other messages.

For this message, check the target file and the path to the file.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3112: Fyy Error monitor could not start(IP Address: s1).

#### Explanation

An invalid IP address was detected in the device addition request from the Management Server, and error monitoring could not be started.

#### Parameters

*yy* : Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1* : IP address

## System administrator response

Re-execute the device addition operation executed immediately before this message is output.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3200: Fyy Internal contradiction.

#### priority

daemon.err

#### Explanation

The agent detected an internal error.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 3400: Fyy Configuration file Modify Error: s1

#### priority

daemon.err

#### Explanation

The work file could not be copied to the definition file when configuration information was defined.

#### Parameters

*yy*: Function number according to the execution function used when an error occurred. (Refer to "[Table 17.1 Function number and name](#)".)

*s1*: Processing to be performed upon the occurrence of an error

#### System administrator response

Check the disk capacity and syslog to check the system environment for problems. Restore the related files by referring to "Maintenance of the Administrative Environment" in the *ETERNUS SF Storage Cruiser Operation Guide*.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### 00001 Server IP Address is s1

#### Severity

INFO

#### Explanation

The agent was started with IP address s1.

#### Parameters

*s1*: Agent startup IP address

#### System administrator response

No response is required.

---

### 00002 agent is stopped

## Severity

INFO

## Explanation

The agent has stopped.

## System administrator response

No response is required.

---

### **00003 agent is not started**

## Severity

INFO

## Explanation

The agent was not started.

## System administrator response

No response is required.

---

### **10001: SSC Agent started.**

## priority

daemon.notice

## Severity

INFO

## Explanation

The agent has started.

## System administrator response

No response is required.

---

### **11001: s1 (StorageCruiser Agent) or 11001:s1 (StorageCruiser Agent)**

## Severity

INFO

## Explanation

- When *s1* is "service is started.":  
The agent has started.
- When *s1* is "service is normally stopped.":  
The agent has stopped.
- When *s1* is "service is abnormally stopped.":  
The agent has stopped abnormally.

## Parameters

*s1* : Message indicating the service status

## System administrator response

- When *s/l* is "service is started.":

No response is required.

- When *s/l* is "service is normally stopped.":

No response is required.

- When *s/l* is "service is abnormally stopped.":

The installation environment may have a problem.

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 20001: SSC Agent failed to initialize.

### priority

daemon.err

### Severity

ERROR

### Explanation

An attempt to start the agent failed.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 20002: SSC Agent failed to analyze control text.

### priority

daemon.err

### Severity

ERROR

### Explanation

An error occurred during control statement analysis of the Correlation.ini parameter.

## System administrator response

Correct the Correlation.ini parameter by referring to the following manual, and restart the agent.  
"Correlation.ini Parameter" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

## 20003: SSC Agent abnormal end.

### priority

daemon.err

### Severity

ERROR

### Explanation

The agent ended abnormally. A possible cause is as follows:

- The agent was already active.

## System administrator response

Check whether the agent is active. If not, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **21001: s1 s2 (s3)**

#### Severity

INFO

#### Explanation

An attempt to start the agent was canceled for the reason described in the detailed information.

#### Parameters

*s1*: Error description

*s2*: Detailed information

*s3*: Event source name

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### **50001: Multipath setting instruction is executed.**

#### priority

daemon.notice

#### Severity

INFO

#### Explanation

A multipath setting instruction was issued.

## System administrator response

Wait until multipath setting is completed.

The server node is restarted when multipath setting is completed.

## Chapter 18 Messages that begin with ERROR

---

### **ERROR:1010:There is no permission to perform this operation.**

#### Explanation

There is no permission to perform this operation.

#### System action

The system terminates processing.

#### System administrator response

Try again under OS administrator privilege.

---

### **ERROR:1011:Syntax error occurred in parameters or arguments.**

#### Explanation

Syntax error occurred in parameters or arguments.

#### System action

The system terminates processing.

#### System administrator response

Confirm the syntax of the command, and try again.

---

### **ERROR:1012:License ID, Serial Number, or License Key is incorrect.**

#### Explanation

At least one of the specified license ID, serial number and license key is incorrect.

#### System action

The system terminates processing.

#### System administrator response

Confirm these parameters, and try again.

---

### **ERROR:1020:The specified license information has been already registered.**

#### Explanation

The specified license information has been already registered.

#### System action

The system terminates processing.

#### System administrator response

Confirm the specified license ID, serial number and license key, and try again.

---

### **ERROR:1021:The specified license information does not exist.**

#### Explanation

The specified license information does not exist.

#### System action

The system terminates processing.

#### System administrator response

Confirm the specified serial number and/or license ID, and try again.

---

#### **ERROR:1030:The specified IP address or host name cannot be found on network.**

##### Explanation

It cannot connect with the specified IP address or host name.

##### System action

The system terminates processing.

#### System administrator response

Confirm the specified IP address or host name, and try again.

---

#### **ERROR:1031:Logon failed. The specified user ID or password may be incorrect.**

##### Explanation

It failed to logon because the specified user ID and/or password may be incorrect.

##### System action

The system terminates processing.

#### System administrator response

Confirm the specified user ID and password, and try again.

---

#### **ERROR:1032: Registration of license information failed.**

##### Explanation

It failed to register license information to the target ETERNUS Disk storage system.

##### System action

The system terminates processing.

#### System administrator response

Confirm that the specified parameters related to the ETERNUS Disk storage system are correct, and try again.

---

#### **ERROR:1051:Registration of license information failed. Because prerequisite license is not exists**

##### Explanation

The registration of the specified license information failed because the prerequisite license is not registered.

##### System action

The system terminates processing.

#### System administrator response

Confirm the specified license ID and storage device.

If the specified license is correct, try again after registering the prerequisite license.

---

#### **ERROR:1052:Registration of license information failed. Because exclusive license is exists <incompatibleLicenseID>**

##### Explanation

The registration of the specified license information failed because the incompatible license is registered.



## Parameters

*incompatibleLicenseID*: Incompatible license ID

## System action

The system terminates processing.

## System administrator response

Confirm the specified license ID and storage device.

If the specified license is correct, try again after removing the incompatible license.

---

**ERROR:1054:There are dependency licenses. Please remove dependency license before this license <dependentLicenseID>**

## Explanation

The removing the specified license information failed because the dependent license is registered.

## Parameters

*dependentLicenseID*: Dependent license ID

## System action

The system terminates processing.

## System administrator response

Confirm the specified license ID and serial number.

If the specified license is correct, try again after removing the dependent license.

---

**ERROR:1061:Registration of license information failed. Because trial license is expired.**

## Explanation

The registration of the specified trial license information failed because its trial license is expired.

## System action

The system terminates processing.

## System administrator response

Confirm the specified license key, and then try again.

---

**ERROR:1062:Registration of license information failed. Because trial license has been already registered.**

## Explanation

The specified trial license information has been already registered.

## System action

The system terminates processing.

## System administrator response

Confirm the specified license ID and storage device, and try again.

---

**ERROR:1063:Registration of license information failed. Because expired trial license has been already registered. Trial license can be registered only once.**

## Explanation

The registration of the specified trial license information failed because the expired trial license has been already registered.

The trial license can be registered only once.

#### System action

The system terminates processing.

#### System administrator response

Confirm the specified license ID and storage device.

If using the product continuously, purchase the regular license.

---

### **ERROR:1099:An input parameter is incorrect.**

#### Explanation

An input parameter is incorrect.

#### System action

The system terminates processing.

#### System administrator response

Confirm all the parameters you specified, and try again.

---

### **ERROR:3030:The configuration of License Manager is invalid.**

#### Explanation

The license management function cannot work correctly because the configuration of the license management is invalid.

#### System action

The system terminates processing.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of troubleshooting data for license management function" in the *ETERNUS SF Installation and Setup Guide*

---

### **ERROR:5001:Reading license database failed.**

#### Explanation

It failed to read the license management database. The database may be broken.

#### System action

The system terminates processing.

#### System administrator response

Restore the license management database from a backup, and try again.

---

### **ERROR:5002:Updating license database failed.**

#### Explanation

It failed to update the license management database. The database may be broken.

#### System action

The system terminates processing.

#### System administrator response

Restore the license management database from a backup, and try again.

---

### **ERROR:7000:An unknown error occurred.**

### Explanation

An unknown error occurred.

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Collection of troubleshooting data for license management function" in the *ETERNUS SF Installation and Setup Guide*

# Chapter 19 Messages output in pop-up window on Web Console

---

## Failed to communicate with Server.

### Explanation

The information displayed on the Web Console failed to be obtained.

### System action

The system terminates processing.

### System administrator response

If this message is output by operation on the screen of the Automated Storage Tiering function, execute [Reload Conf.] to the target storage device. If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Collection of Data for Investigation" in the *ETERNUS SF Storage Cruiser Operation Guide for Optimization Option*

## Chapter 20 Other Messages

This chapter describes messages which are output by Storage Cruiser's manager.

Product identifier (SSC) and the severity are added to the head of the message form output to the log file as follows:

```
SSC : Severity : Message number : Message text
```

In the **Severity**, one of the following is displayed by the event:

- INFO
- WARNING
- ERROR
- FATAL

---

### A1001: Could not establish connection with SNMP Trap daemon/service

priority

daemon.err

Severity

ERROR

Explanation

It was not possible to connect it with the SNMP Trap monitor daemon.

System administrator response

Please confirm whether the SNMP Trap monitoring daemon is starting normally by executing the following command:

```
# /bin/ps -ef| grep snmp | grep trapd
```

Please restart when the SNMP Trap monitoring daemon has stopped.

Please restart the Storage Cruiser's manager daemon when the situation is not improved.

Refer to "Starting and stopping the Manager" in the *ETERNUS SF Storage Cruiser Operation Guide* for the daemon starting and stopping methods.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

---

### A1002: Could not execute REMCS script

priority

daemon.err

Severity

ERROR

Explanation

An attempt to start REMCS linkage script failed because of an input-output error.

System administrator response

Make sure that the memory and system resources of the file descriptors are sufficient.

If too many files are open for an application that activates many processes, this error may occur. In such cases, decrease the number of the executed processes, or expand the system resources.

---

**B1001: Manager process abnormal end.**

priority

daemon.err

Severity

ERROR

Explanation

The Manager process ends abnormally.

System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.  
"Troubleshooting information" in the *ETERNUS SF Storage Cruiser Operation Guide*

# Appendix A Detailed Messages

This appendix explains the detailed messages that are inserted into the message context.

## A.1 Messages of STXC prefix

---

### STXC0100 ERROR Specified command parameter is incorrect. Parameter=(*parameterName*)

#### Explanation

The specified parameter is not correct.

#### Parameters

*parameterName* : Parameter name

#### System administrator response

Correct the parameter and try again.

If "No parameter" is shown in *parameterName*, specify a parameter for the command and try again.

---

### STXC0101 ERROR REC buffer identifier does not exist.

#### Explanation

A REC transfer buffer with the specified ID does not exist.

#### System administrator response

Check the REC transfer buffer definition status and check the ID, and then execute the command again.

---

### STXC1000 ERROR Insufficient Snap Data Pool. Required capacity=(*capacity*).

#### Explanation

Snap Data Pool area is insufficient and command cannot be executed.

#### Parameters

*capacity* : Capacity

#### System administrator response

Secure free Snap Data Pool capacity that is larger than the capacity notified by the message and try again.

---

### STXC1002 ERROR Invalid logical volume name. Volume name=(*volumeName*).

#### Explanation

The following possibilities are considered:

- Access volume in the ETERNUS Disk storage system is incorrect. (Only when operating with the Copy command via SAN)
- The transmission path between the CCM Server and ETERNUS Disk storage system is disconnected. (Only when operating with the Copy command via LAN)
- REC path is not set.
- ETERNUS Disk storage system has been registered before setting a REC path.

#### Parameters

*volumeName* : Logical volume name

## System administrator response

Perform the following action:

- If you operate the system with REC, check that a REC path is set by using the following GUI.

Products in Use	GUI for Checking
Express	Web Console
AdvancedCopy Manager	<ul style="list-style-type: none"><li>- If using the Copy Control Module that is included in ETERNUS SF Manager, use the Web Console.</li><li>- If using the Copy Control Module that is installed individually, use the ETERNUS Web GUI.</li></ul>

- Execute the command again, after the re-registration of ETERNUS Disk storage system by referring to the following manual. "Changing information other than ETERNUS names or access volumes" in "Changing the registered information for ETERNUS Disk storage system" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## STXC1003 ERROR Logical volume is already defined in another copy operation.

### Explanation

The specified logical volume has already been defined as the copy source or copy destination for another copy session.

### System administrator response

Review the specification for the logical volume of the copy source and copy destination and try again.

If there is an ODX session for the specified logical volume, refer to "Use in combination with ODX (Offloaded Data Transfer)" in the *ETERNUS SF Operation Guide for Copy Control Module*.

If there is an XCOPY session for the specified logical volume, refer to "Use in combination with XCOPY (Extended Copy)" in the *ETERNUS SF Operation Guide for Copy Control Module*.

---

## STXC1004 ERROR Maximum session reached.

### Explanation

Copying cannot start because the number of sessions simultaneously operable on the ETERNUS Disk storage system has already reached maximum number.

### System administrator response

Check the sessions, delete the unneeded ones among them, and try again.

---

## STXC1005 ERROR Another copy has already started.

### Explanation

For the specified logical volume, a copy operation of another type is already running.

### System administrator response

Review the specification for the logical volume name.

---

## STXC1006 ERROR Target volume is already defined in another copy operation.

### Explanation

The specified copy destination logical volume has already been defined as the copy destination for another copy session.

### System administrator response

Review the specification for the copy destination logical volume name.

---

## STXC1007 ERROR Logical volume is already reserved.



## Explanation

The logical volume has already been reserved by another user.

## System administrator response

Wait for a few seconds and try again.

---

## **STXC1008 ERROR Parameter is not specified.**

### Explanation

Internal inconsistency occurred.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1009 ERROR Logical volume is busy.**

### Explanation

The logical volume is being used by another user.

### System administrator response

Wait for a few seconds and try again.

---

## **STXC1010 ERROR Specified option is invalid.**

### Explanation

The specified option is invalid.

### System administrator response

Correct the processing option setting and try again.

---

## **STXC1011 ERROR Invalid parameter. Parameter=(parameterName).**

### Explanation

The parameter is incorrect.

### Parameters

*parameterName* : Parameter name

### System administrator response

The parameter value is incorrect. Correct the parameter and try again.

---

## **STXC1013 ERROR Target volume size mismatch.**

### Explanation

Copying cannot execute because the size of the copy destination logical volume is inappropriate.

### System administrator response

For the copy destination, specify a logical volume that is equal in size to the copy source logical volume.

---

## **STXC1014 ERROR Target volume overlap source volume.**

#### Explanation

Copy destination logical volume area and copy source logical volume area are overlapped.

#### System administrator response

Change the copy destination or copy source logical volume setting.

---

### **STXC1016 ERROR The group file of the form not permitted was specified.**

#### Explanation

Operation cannot be performed because the specified format of the group file is not permitted.

#### System administrator response

One of the cases shown below can be assumed. Re-specify the group file, and try again.

- A group file which describes copy pairs may have been specified in a logical volume operation.
  - A group file which describes logical volumes may have been specified in a copy pair operation.
- 

### **STXC1017 ERROR The option that cannot be used for copy session is specified.**

#### Explanation

An option that cannot be operate a copy session is specified.

#### System administrator response

One of the cases shown below can be assumed. Re-specify the option.

- The transfer mode specified at the copy operation start is not the same as the transfer mode specified at copy restart (recovery).
- 

### **STXC1018 ERROR The copy protection cannot be set to Snap Data Volume.**

#### Explanation

The copy volume protection function cannot be set for a Snap Data Volume.

#### System administrator response

Confirm that the specified logical volume is correct, and then execute the command again.

---

### **STXC1019 ERROR The copy session other than EC or REC was specified.**

#### Explanation

A copy session other than EC or REC was specified.

#### System administrator response

Check the copy pair specified in the parameters and the group file contents, and then execute the command again.

---

### **STXC1020 ERROR Logical volume size is incorrect.**

#### Explanation

The size of the logical volume is incorrect.

#### System administrator response

Confirm the size of the copy source logical volume and copy destination logical volume.

---

### **STXC1021 ERROR This ETERNUS is already defined in LAN interface.**

#### Explanation

Internal inconsistency occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1022 ERROR This ETERNUS is already defined in SCSI interface.**

### Explanation

Internal inconsistency occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1023 ERROR The specification of user information is incorrect.**

### Explanation

The specified user name or password is incorrect.

## System administrator response

Check the user name and password and try again.

---

## **STXC1024 ERROR An error occurred during REC Buffer operation.**

### Explanation

An error occurred during REC Buffer operation.

## System administrator response

Confirm the REC Buffer status.

---

## **STXC1025 ERROR Unable to restore the copy session because the Concurrent OPC function is being used.**

### Explanation

A restoration copy cannot be performed using the Concurrent OPC function.

## System administrator response

Review the target copy session for which the Concurrent OPC function is to be used.

---

## **STXC1026 ERROR Unable to start the Concurrent OPC function.**

### Explanation

The Concurrent OPC function is unable to start due to one of the following reasons:

- A session with a protected copy destination volume exists.
- A volume with invalid data exists.
- A session with an expired license exists.

- A session undergoing Concurrent OPC exists.

#### System administrator response

Resolve the error and try again.

---

### **STXC1027 ERROR The copy source logical volume contains invalid data.**

#### Explanation

The copy source logical volume contains invalid data.

#### System administrator response

Check the data contents of the relevant copy source logical volume.

---

### **STXC1028 ERROR RAID Migration is currently being performed.**

#### Explanation

RAID Migration with capacity expansion is in progress for the specified volume.

#### System administrator response

Try again after RAID Migration is complete.

---

### **STXC1029 ERROR Unable to start the Concurrent OPC function because of invalid parameter.**

#### Explanation

The Concurrent OPC function is unable to start due to one of the following reasons:

- There are deleted sessions.
- The same session is specified multiple times.

#### System administrator response

Resolve the error and try again.

---

### **STXC1030 ERROR The number of specified copy sessions exceeds the maximum.**

#### Explanation

The number of copy sessions specified with Concurrent Suspend and Concurrent OPC exceeds the maximum.

#### System administrator response

Delete the target number of sessions and try again.

---

### **STXC1031 ERROR Failed to restore the copy session because the phase of the target session is readying.**

#### Explanation

The restoration copy failed due to one of the following reasons:

- The target session phase is in a session definition complete/copy not performed state (Readying).
- The target session is a SnapOPC+ session and the latest generation phase is in a session definition complete/copy not performed state (Readying).

#### System administrator response

Check the status of the target session for restoration copy.

---

### **STXC1032 ERROR Unable to start the Concurrent OPC function because the phase of the latest SnapOPC+ session is readying.**

## Explanation

The Concurrent OPC function is unable to start due to the following reason:

- When adding a new SnapOPC+ generation, the session phase of the previous generation is in a session definition complete/copy not performed state (Readyng).

## System administrator response

Check the SnapOPC+ session status of the previous generation, and try again.

---

## STXC1033 ERROR Unable to start the Concurrent OPC function because a restoration copy session exists.

## Explanation

The Concurrent OPC function is unable to start due to the following reason:

- When performing a QuickOPC differential copy, a restoration copy is in operation for the target session.

## System administrator response

Try again after the restoration copy is complete.

---

## STXC1034 ERROR The set Alias name for the option to specify the target to which the copy request is issued is not the copy source or is not the copy target.

## Explanation

There is a possibility that an inconsistency has occurred in the information of ETERNUS Disk storage system.

## System administrator response

Check that the specified ETERNUS Disk storage system is not remote ETERNUS Disk storage system.

- Action to confirm using the command:

To display the list of remote ETERNUS Disk storage system, execute the `acarray list` (ETERNUS Disk storage system information display command) with `-remote` option.

Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Action to confirm using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
2. On the Main pane, click the target ETERNUS Disk storage system.
3. On the Category pane, click **Advanced Copy**.  
The information related to Advanced Copy is displayed on the Main pane.
4. On the Main pane, check that "Using as remote partner (REC)" is not displayed in **Copy Control Type** field.

When the specified ETERNUS Disk storage system is not remote ETERNUS Disk storage system, register the ETERNUS Disk storage system by referring to the following manual again. Then, execute the command again.

"Changing information other than ETERNUS names or access volumes" in "Changing the registration information for ETERNUS Disk storage system" in the *ETERNUS SF Operation Guide for Copy Control Module*

If this message is output while using the concurrent suspend function, besides those mentioned above, check if it falls under the conditions described in the Note of "Using Concurrent Suspend function on EC/REC" in the *ETERNUS SF Operation Guide for Copy Control Module*.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to Collect Data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1035 ERROR The set Alias name for the option to specify the target to which the copy request is issued exists, but access path information does not exist.**

### Explanation

There is a possibility that an inconsistency has occurred in the information of ETERNUS Disk storage system.

### System administrator response

Check that the specified ETERNUS Disk storage system is not remote ETERNUS Disk storage system.

- Action to confirm using the command:

To display the list of remote ETERNUS Disk storage system, execute the `acarray list` (ETERNUS Disk storage system information display command) with `-remote` option.

Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

- Action to confirm using the Web Console:

1. On the global navigation tab, click **Storage**.  
The registered ETERNUS Disk storage systems are displayed on the Main pane.
2. On the Main pane, click the target ETERNUS Disk storage system.
3. On the Category pane, click **Advanced Copy**.  
The information related to Advanced Copy is displayed on the Main pane.
4. On the Main pane, check that "Using as remote partner (REC)" is not displayed in **Copy Control Type** field.

When the specified ETERNUS Disk storage system is not remote ETERNUS Disk storage system, register the ETERNUS Disk storage system by referring to the following manual again. Then, execute the command again.

"Changing information other than ETERNUS names or access volumes" in "Changing the registration information for ETERNUS Disk storage system" in the *ETERNUS SF Operation Guide for Copy Control Module*

If this message is output while using the concurrent suspend function, besides those mentioned above, check if it falls under the conditions described in the Note of "Using Concurrent Suspend function on EC/REC" in the *ETERNUS SF Operation Guide for Copy Control Module*.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to Collect Data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1050 ERROR EC copy has already started in another mode.**

### Explanation

The EC copy has already been started in another mode for the specified logical volume.

### System administrator response

Check the following information to detect if an EC copy has already started:

- The status of TargetProtection setting
- Transfer mode, Split mode and Recovery mode (for REC)

---

## **STXC1100 ERROR Session does not exist.**

## Explanation

No session exists between the specified logical volumes.

## System administrator response

Check that the logical volume specification is correct and try again.

---

## **STXC1102 ERROR Invalid Snap Data Volume.**

### Explanation

The specification for Snap Data Volume is invalid.

### System administrator response

One of the cases shown below can be assumed. Review the specification for the logical volume and try again.

- The copy destination logical volume specified when starting SnapOPC+ copying is not Snap Data Volume.
  - The copy source logical volume specified when starting SnapOPC+ copying is Snap Data Volume.
  - Either the copy source logical volume specified when starting EC/OPC/QuickOPC copying or the copy destination logical volume is Snap Data Volume.
- 

## **STXC1104 ERROR Operation sequence error.**

### Explanation

The specified operation cannot be executed in the current status.

### System administrator response

Check the copy status for any of the following cases:

- Suspend was executed for the session that is not in equivalence state.
  - Stop was executed for the session in Error Suspend state or Halt state.
  - Initialization was executed for the Snap Data Volume for which a SnapOPC+ session was running.
  - Start of SnapOPC+ was executed for the Snap Data Volume being initialized.
  - Suspend was executed for the session in Suspend state.
  - Copy stop, copy resume, or copy direction reversal was executed for the session that is not in Suspend state.
  - Session start/resume was executed for a copy destination logical volume for which the copy volume protection function is set.
- 

## **STXC1106 ERROR Insufficient memory.**

### Explanation

Memory shortage occurred.

### System administrator response

Execute the following and try again.

- Shut down unnecessary programs.
- 

## **STXC1107 ERROR Alias is not defined.**

### Explanation

The ETERNUS Disk storage system alias that is specified as the copy source or copy destination has not been defined.

### System administrator response

Register the ETERNUS Disk storage system again then retry the operation.  
If the same error occurs again, contact a Fujitsu customer engineer.

---

**STXC1108 ERROR The specification of physical information is incorrect.****Explanation**

The specified physical information is incorrect.

**System administrator response**

One of the cases shown below can be assumed. Correct the physical information description.

- A start location or copy size that exceeds 2TB was specified for a copy operation to an ETERNUS Disk storage system which does not support copy operations over 2TB.
- Other than "0" is specified for the start location, but "0" is specified for the copy size.
- A size that is larger than actual capacity is specified for the copy size.

---

**STXC1109 ERROR ETERNUS cannot be recognized.****Explanation**

The ETERNUS Disk storage system specified by alias name cannot be recognized.

**System administrator response**

One of the cases shown below can be assumed. Correct the physical information description.

- Disk information was reconfigured after the routing information was set.  
In this case, retry after setting the routing information.
- Connection path between ETERNUS Disk storage systems is not established (for REC).

---

**STXC1110 ERROR Alias specified for the copy source is not defined.****Explanation**

The ETERNUS Disk storage system alias name specified as the copy source is not defined.

**System administrator response**

Confirm that the ETERNUS Disk storage system alias name specified as the copy source has been registered. If it is not registered, register the routing information, and then execute the command again.

---

**STXC1111 ERROR Logical volume state is not able to be set to the copy protection.****Explanation**

The copy volume protection function cannot be set when the logical volume is in its current state.

**System administrator response**

The error might be caused by the following. Revise the session status.

- The specified logical volume has Stack mode as the transfer mode or REC as the Consistency mode, and its status is "Active".

---

**STXC1200 ERROR Unexpected error.****Explanation**

An unexpected error occurred.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*



- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC1201 ERROR Internal inconsistency.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC1202 ERROR Unsupported function.**

#### Explanation

An unsupported function was called.

#### System administrator response

Check the model and firmware version of the ETERNUS Disk storage system.

---

### **STXC1203 ERROR The operation is not permitted.**

#### Explanation

User does not possess required root privilege to perform copy operation.

#### System administrator response

Perform copy operations with root privilege.

---

### **STXC1204 ERROR SCSI error detected. Error=(error).**

#### Explanation

An error was detected through the SCSI command.

#### Parameters

*error*: Error information

#### System administrator response

Check the connection status of the device and try again. If this error persists, contact a Fujitsu customer engineer.

---

### **STXC1208 ERROR Specified logical volume is not ETERNUS.**

#### Explanation

The specified logical volume is not an ETERNUS Disk storage system.

#### System administrator response

Specify an ETERNUS Disk storage system logical volume and try again.

---

### **STXC1209 ERROR Insufficient resource in ETERNUS.**

#### Explanation

Not executable due to ETERNUS Disk storage system resource shortage.

### System administrator response

Perform one of the following troubleshooting actions:

- Check/set the Advanced Copy option license.
- Check/set the device resources for such errors as "Table size not set" and "Table size not enough".

---

### **STXC1212 ERROR Disk drive off by the ECO mode.**

#### Explanation

The disk drive is stopped due to the Eco-mode.

### System administrator response

Try again when the disk drive is activated.

---

### **STXC1213 ERROR Invalid file system.**

#### Explanation

The file system is invalid.

### System administrator response

The file system is unsupported. Check the file configuration and try again.

---

### **STXC1214 ERROR Preconditions for copy operation are not satisfied.**

#### Explanation

The preconditions for the copy operation are not satisfied.

### System administrator response

Check for the following causes, and check the copy status.

- Tried to start SnapOPC+ session for a copy pair for which a SnapOPC+ session already exists.
- Tried to restore SnapOPC+ session that does not exist for the copy pair.
- Tried to suspend EC session for a copy pair for which no EC exists.
- Tried to suspend EC session without waiting.
- A group configuration that cannot be simultaneously operated is specified.
- Retried to suspend a copy session without resolving the error.

---

### **STXC1220 ERROR Change mode operation failed because of communication error. Cause=(*detail*).**

#### Explanation

Communication or ETERNUS Disk storage system error occurs and changing session mode failed.

#### Parameters

*detail*: Detailed information

### System administrator response

- When *detail* is "NOT\_CHANGED"  
Check the device connection status and try again.
- When *detail* is "CROSS"  
Check the device connection status and try again. If this error occurs again, contact a Fujitsu customer engineer.

---

### **STXC1222 ERROR ETERNUS unit inconsistency.**

## Explanation

The copy source and copy destination ETERNUS Disk storage systems setting do not match and remote copy cannot be executed.

## System administrator response

Check that the bitmap ratio of the ETERNUS Disk storage system advanced copy table size for the copy source and copy destination are not the same.

---

## **STXC1223 ERROR The copy operation with ETERNUS is incorrect.**

### Explanation

The copy operation with ETERNUS Disk storage system is not correct.

### System administrator response

Perform one of the following troubleshooting actions:

- Check the ETERNUS Disk storage system firmware version between boxes.  
Contact a Fujitsu system engineer when ETERNUS Disk storage system firmware version cannot be confirmed.
- Check whether the size of the copy source volume and the copy destination volume is the same.
- If this message is output while using the concurrent suspend function, check if it falls under the conditions described in the Note of "Using Concurrent Suspend function on EC/REC" in the *ETERNUS SF Operation Guide for Copy Control Module*.

---

## **STXC1224 ERROR Communication error occurred.**

### Explanation

Communication error occurred between the ETERNUS Disk storage systems and remote copy operation cannot be performed.

### System administrator response

Check the device connection status and try again.

---

## **STXC1225 ERROR MPHD environment is incorrect.**

### Explanation

The multipath driver environment is incorrect.

### System administrator response

Correct the multipath driver settings.

---

## **STXC1226 ERROR GDS environment is incorrect.**

### Explanation

The GDS environment is incorrect.

### System administrator response

Correct the GDS environment settings.

---

## **STXC1250 ERROR Specified LUN\_V Number is invalid.**

### Explanation

The specified LUN\_V number is incorrect.

### System administrator response

One of the cases shown below can be assumed. Check the parameter settings and the status of the ETERNUS Disk storage system, and try again.

- A LUN\_V number that does not exist or cannot be accessed is specified.

- Tried to start copy between an encrypted volume and non-encrypted volume.
- Specify the volume which contains bad sector.

---

### **STXC1252 ERROR Operation is not supported.**

#### Explanation

Operation cannot be performed as operation is not supported.

#### System administrator response

One of the cases shown below can be assumed. Correct the parameter settings, and try again.

- Tried to execute a copy operation of a size that exceeds 2TB. (For Linux)

---

### **STXC1300 ERROR Time out detected.**

#### Explanation

Timeout was detected while Suspend was being executed.

#### System administrator response

Try executing the command again.

Or, correct any mistakes with the timeout monitoring frequency and interval specified in the parameters.

---

### **STXC1301 WARNING The operation was accepted.**

#### Explanation

The copy operation was accepted, but the process is not completed.

#### System administrator response

Check the copy status to confirm whether the copy operation is completed.

If this message appears when the copy operation is suspended, correct any mistakes with the timeout monitoring frequency and interval specified in the parameters.

---

### **STXC1400 ERROR File open error. File name=(*fileName*). Cause=(*cause*).**

#### Explanation

Failed to open the file.

#### Parameters

*fileName* : File name

*cause* : Cause code

#### System administrator response

Check the file status by referring to the cause code and the file name sent by the message.

---

### **STXC1401 ERROR The file name of ACCC can not be acquired. Cause=(*cause*).**

#### Explanation

Internal inconsistency occurred.

#### Parameters

*cause* : Cause code

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1402 ERROR ACCC parameter name is not defined. Parameter=(parameterName).****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1403 ERROR ACCC parameter value is not allowed. Parameter=(parameterName).****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1404 ERROR ACCC parameter value is out of range. Parameter=(parameterName).****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1405 ERROR The combination of ACCC parameters is incorrect.****Explanation**

Internal inconsistency occurred.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1406 ERROR Waiting time cannot be set.****Explanation**

Internal inconsistency occurred.

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1407 ERROR ACCC parameter is not defined. Parameter=(parameterName).****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC1409 ERROR ACCC (parameterName) parameter is already defined.****Explanation**

Internal inconsistency occurred.

**Parameters**

*parameterName* : Parameter name

**System administrator response**

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC1410 ERROR Alias number reached the maximum.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC1411 ERROR Alias is already defined.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC1412 ERROR Alias identifier does not exist.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC1500 ERROR Error occurred recognition of ETERNUS management file. Cause=(cause).**

#### Explanation

Internal inconsistency occurred.

#### Parameters

*cause* : Cause code

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1600 ERROR ETERNUS is not registered on ETERNUS management file.**

### Explanation

The ETERNUS Disk storage system has not been registered in the management file.

## System administrator response

Register the ETERNUS Disk storage system and try again.

---

## **STXC1700 ERROR Alias management file access error. Cause=(cause).**

### Explanation

An error occurred when the ETERNUS Disk storage system alias management file was accessed.

### Parameters

*cause* : Cause code

## System administrator response

The following may be causes. Take an action based on the *cause*.

- Registry key acquisition, reference
  - File read/write
  - File cannot be created
- 

## **STXC1801 ERROR Group\_file does not exist.**

### Explanation

The group file does not exist.

## System administrator response

Check the group file name specified in the parameter, and try again.

---

## **STXC1802 ERROR Syntax error was detected in Group File.line=(lineNumber).**

### Explanation

There is a syntax error in the group file description.

### Parameters

*lineNumber* : Line number of the line in which the syntax error was detected

## System administrator response

Check the contents of the group file specified in the parameter, and try again.

---

## **STXC1803 ERROR There is no volume name in Copy Group File.**

### Explanation

The copy information is not registered in the group file.



## System administrator response

Check the contents of the group file specified in the parameter, and try again.

---

### **STXC1804 ERROR Error occurred with copy operation described in group file. *volumeInfo*. Error message=(*message*).**

#### Explanation

An error occurred with the copy operation described in the group file.

#### Parameters

*volumeInfo* : Name of the logical volume in which the error occurred. "Source=(copy source logical volume name).Target=(copy destination logical volume name)" is for copy pairs. "Volume=(Logical volume name)" is for logical volumes.

*message* : Message text

## System administrator response

Deal with the error according to the *message*.

---

### **STXC1805 ERROR The number of the copy pairs or logical volumes described in the group file exceeds the maximum number.**

#### Explanation

The copy operation cannot be performed, as the number of copy pairs or logical volumes described in the group file exceeds the maximum number possible.

## System administrator response

Perform one of the following troubleshooting actions:

- Divide the group
- Change the **max\_grouping\_ses** parameter value in the predefinition file.

---

### **STXC1901 INFO The LAN interface management service is already running.**

#### Explanation

Internal inconsistency occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC1902 ERROR Failed to start the LAN interface management service.**

#### Explanation

It failed to start the LAN interface management service.

## System administrator response

Check that the port number used for the connection between the CCM Server and the ETERNUS Disk storage system is not already used by another service.

---

### **STXC1903 ERROR The LAN interface management service is not running.**

## Explanation

Internal inconsistency occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC1904 ERROR Failed to log in to the ETERNUS Disk storage system.**

## Explanation

It failed to log in to the ETERNUS Disk storage system.

## System administrator response

The following may be causes.

- The maximum number of login sessions for the ETERNUS Disk storage system has been executed. Check the number of login sessions in the ETERNUS Disk storage system.
- The SSH communication service of the ETERNUS Disk storage system cannot be used. Check the status of the ETERNUS Disk storage system and try again.

---

## **STXC1905 ERROR Unable to connect to the ETERNUS Disk storage system.**

## Explanation

Unable to connect to the ETERNUS Disk storage system.

## System administrator response

The following may be causes.

- An error has occurred in the communication environment. Check the communication environment status.

---

## **STXC2000 ERROR The parameter value is not correct.**

## Explanation

Internal inconsistency occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC2001 ERROR The values of the parameter exceed the range allowed.**

## Explanation

Internal inconsistency occurred.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2002 ERROR The parameter specifications exceed the number of specifications allowed.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2003 ERROR The parameter specifications are insufficient.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2004 ERROR The combination of parameters is not correct.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2005 ERROR The specified status for the parameter is invalid.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC2006 ERROR The specified parameter is invalid.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC2007 ERROR The specified size is invalid.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC2008 ERROR The specified parameter does not match the model type of the ETERNUS Disk storage system.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

### **STXC2009 ERROR An internal error occurred.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2010 ERROR Another session has exclusive rights.**

#### Explanation

Another session has exclusive rights.

#### System administrator response

Stop or wait for the session that has priority to complete and try again.

---

### **STXC2011 ERROR The specified capacity or number has reached the limit.**

#### Explanation

Internal inconsistency occurred.

#### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2012 ERROR The specified parameter cannot be used for the encryption mode.**

#### Explanation

The specified parameter cannot be used for the encryption mode.

#### System administrator response

Check the encryption mode of the ETERNUS Disk storage system and try again.

---

### **STXC2013 ERROR Cannot be used because of the Slave CM.**

#### Explanation

Try again using the Master CM.

#### System administrator response

Use the Master CM and try again.

---

### **STXC2014 ERROR Insufficient memory.**

#### Explanation

There is not enough memory.

#### System administrator response

Secure sufficient memory and try again.

---

### **STXC2015 ERROR The specified target does not exist.**

#### Explanation

The specified target does not exist.

System administrator response

Check that the specified target exists and try again.

---

**STXC2016 ERROR Unsupported model is selected as the REC target.**

Explanation

An unsupported model is selected as the REC target.

System administrator response

Check that the correct device is selected and try again.

---

**STXC2017 ERROR The specified value has already been registered.**

Explanation

The specified value has already been registered.

System administrator response

Specify a value that has not been registered and try again.

---

**STXC2018 ERROR Encrypted volumes exist.**

Explanation

There are encrypted volumes.

System administrator response

Decrypt the encrypted volumes and try again.

---

**STXC2019 ERROR Shutdown or startup is currently being performed.**

Explanation

Shutdown or startup is currently being performed.

System administrator response

Wait for shutdown or startup to complete and then try again.

---

**STXC2020 ERROR A Quick Format is currently being performed.**

Explanation

A Quick Format is currently being performed.

System administrator response

Wait for the Quick Format to complete and then try again.

---

**STXC2021 ERROR Encryption or decryption is currently being performed.**

Explanation

Encryption or decryption is currently being performed.

System administrator response

Wait for encryption or decryption to complete and then try again.

---

**STXC2022 ERROR An Advanced Copy is currently being performed.**

Explanation

An Advanced Copy is currently being performed.

#### System administrator response

Wait for the Advanced Copy to complete and then try again.

---

#### **STXC2023 ERROR RAID Migration is currently being performed.**

##### Explanation

RAID Migration is currently being performed.

#### System administrator response

Wait for RAID Migration to complete and then try again.

---

#### **STXC2024 ERROR LDE is currently being performed.**

##### Explanation

Logical Device Expansion is currently being performed.

#### System administrator response

Wait for Logical Device Expansion to complete and then try again.

---

#### **STXC2025 ERROR A REC session exists.**

##### Explanation

A REC session exists.

#### System administrator response

Stop the REC session and then try again.

---

#### **STXC2026 ERROR Controller firmware is currently being registered.**

##### Explanation

The controller firmware is currently being registered.

#### System administrator response

After the completion of the controller firmware registration, retry the operation.

---

#### **STXC2027 ERROR Remote maintenance is currently being performed.**

##### Explanation

Remote maintenance is currently being performed.

#### System administrator response

Wait for remote maintenance to complete and then try again.

---

#### **STXC2028 ERROR The Thin Provisioning License is not registered.**

##### Explanation

The Thin Provisioning License is not registered.

#### System administrator response

Register the Thin Provisioning License.

---

#### **STXC2029 ERROR There is no copy license.**

##### Explanation

There is no copy license.

#### System administrator response

Register the copy license.

---

#### **STXC2030 ERROR The current copy phase is not correct.**

##### Explanation

The specified session is not currently usable.

#### System administrator response

Check the specified session status, and retry the operation.

---

#### **STXC2031 ERROR A copy path error occurred.**

##### Explanation

A communication error has occurred between storage cabinets.

#### System administrator response

Check the path information,

---

#### **STXC2032 ERROR The command is invalid.**

##### Explanation

The executed command is not supported by the other storage cabinet.

#### System administrator response

Check the other storage cabinet model and firmware version, and retry the operation.

---

#### **STXC2033 ERROR The number of logical volumes exceeds the maximum.**

##### Explanation

The maximum number of logical volumes has been exceeded.

#### System administrator response

Check the storage device configuration.

---

#### **STXC2034 ERROR The logical volume type is invalid.**

##### Explanation

The logical volume type is neither OLU, SDV or TPPC.

#### System administrator response

Check the specified logical volume configuration (LU type).

---

#### **STXC2035 ERROR The copy session cannot be set for the logical volume.**

##### Explanation

The copy session cannot be set under the current status of the logical volume.

#### System administrator response

Check the specified logical volume configuration (status).

---

#### **STXC2036 ERROR The copy source logical volume contains invalid data.**

##### Explanation

The copy source logical volume contains invalid data.



#### System administrator response

Check the data contents of the specified logical volume.

---

#### **STXC2037 ERROR A copy encryption error occurred.**

##### Explanation

An encryption status does not match between the source logical volume and the destination logical volume.

#### System administrator response

Check the specified logical volumes configuration (encryption settings).

---

#### **STXC2038 ERROR The resource domain numbers are invalid.**

##### Explanation

The resource domain number does not match between the copy source logical volume and the copy destination logical volume.

#### System administrator response

Check the specified logical volumes configuration (domain number).

---

#### **STXC2039 ERROR The specified logical volume cannot be used.**

##### Explanation

The specified logical volume cannot be used.

#### System administrator response

Do not use the specified logical volume.

---

#### **STXC2040 ERROR The copy session is in error status.**

##### Explanation

A disk failure occurred while in SUSPEND state. The session status changed to error state.

#### System administrator response

Check the specified logical volume configuration (accessible or not).

---

#### **STXC2041 ERROR Parameter error.**

##### Explanation

The parameter error occurred.

#### System administrator response

In the system configuration is not supported by the ETERNUS Disk storage system, the Advanced Copy may be executed. Check the system configuration for the ETERNUS Disk storage system by referring to the following manual.

- When using Express:  
"System configuration" in the *ETERNUS SF Express Operation Guide*
  - When using AdvancedCopy Manager:  
"System configuration" in the *ETERNUS SF Operation Guide for Copy Control Module*
- 

#### **STXC2042 ERROR The destination logical volume of the Totally copy is invalid.**

##### Explanation

The copy source is a larger logical volume than the copy destination logical volume for the full copy operation.

### System administrator response

Check the specified logical volume configuration (size).

---

### **STXC2043 ERROR Failed to reverse the session.**

#### Explanation

With respect to the session where the reverse or mode change terminates abnormally due to a pathway fault between storage systems, thus causing a failure between copy source and copy destination ETERNUS Disk storage systems, copy was restarted.

### System administrator response

After recovering the pathway between storage systems, perform the following steps:

1. Execute the acec query command to check that the copy session direction is the same as before this operation was performed. If the direction is different, execute the acec reverse command to make the direction the same as before performing this operation.
2. Execute the acec resume command again.

Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the commands.

---

### **STXC2044 ERROR The copy session conflicts with an existing RAID migration session.**

#### Explanation

The copy session conflicts with an existing RAID Migration session.

### System administrator response

Check the status of the RAID Migration operation.

---

### **STXC2045 ERROR The copy source logical volume is being duplicated.**

#### Explanation

The copy source logical volume scope overlaps with the copy destination logical volume set of an existing copy session.

### System administrator response

Check the existing session of the specified logical volumes.

---

### **STXC2046 ERROR The copy destination logical volume is being duplicated.**

#### Explanation

The copy destination logical volume scope overlaps with the copy source logical volume set of an existing copy session.

### System administrator response

Check the existing session of the specified logical volumes.

---

### **STXC2047 ERROR The range of the cascade copy is invalid.**

#### Explanation

The range of the cascade copy is invalid.

### System administrator response

Check the existing session of the specified logical volume.

---

### **STXC2048 ERROR Unable to restore the copy session.**

#### Explanation

The restore copy session is already being restored.

### System administrator response

Check the existing session of the specified logical volume.

---

---

**STXC2049 ERROR The number of linkages in the cascade copy exceeds the maximum.****Explanation**

The maximum cascade copy linkage number has been exceeded.

**System administrator response**

Check the logical volumes used in the cascade copy.

---

**STXC2050 ERROR The copy session is in ErrorSuspend status.****Explanation**

The restore copy session status became ErrorSuspend.

**System administrator response**

Check the error status for the existing session of the specified logical volume.

---

**STXC2051 ERROR Multiple copy sessions in REC Consistency mode are operated in a single cabinet.****Explanation**

The multiple copy sessions in REC Consistency mode are performed in a single cabinet.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2052 ERROR Unable to process the specified operation.****Explanation**

The specified operation cannot be executed.

**System administrator response**

Check the status of the session or the specified parameter.

---

**STXC2053 ERROR The RAID group is blocked.****Explanation**

The copy source logical volume or the copy destination logical volume is in RAID blocked condition.

**System administrator response**

Check the specified logical volume configuration (status).

---

**STXC2054 ERROR The copy destination logical volume is protected.****Explanation**

The copy destination logical volume is write-protected.

**System administrator response**

Check the specified logical volume configuration (volume protection status).

---

**STXC2055 ERROR The status of the REC Buffer is incorrect.****Explanation**

The REC Buffer status is invalid.

**System administrator response**

Check the status of the specified REC Buffer, and the status of the specified copy session.

---

**STXC2056 ERROR The untransferred REC Buffer stops the copy session reversing.****Explanation**

Untransferred REC Buffer has been detected. Copy session cannot be reversed.

**System administrator response**

Check the status of the specified REC Buffer.

---

**STXC2058 ERROR The copy session has already been reversed.****Explanation**

The session has already been reversed. It cannot be reversed.

**System administrator response**

Check the status of the specified copy session.

---

**STXC2059 ERROR The number of copy sessions exceeds the maximum.****Explanation**

The maximum number of copy sessions for this storage device has been exceeded.

**System administrator response**

Check the current copy sessions for the storage device.

---

**STXC2060 ERROR The copy sessions for a single copy source logical volume exceed the maximum.****Explanation**

The maximum number of copy sessions for the source logical volume has been exceeded.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2061 ERROR The copy sessions for a single copy destination logical volume exceed the maximum.****Explanation**

The maximum number of copy sessions for the destination logical volume has been exceeded.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2062 ERROR The number of SnapOPC+ generations exceeds the maximum.****Explanation**

The maximum number of SnapOPC+ generations for the copy source logical volume has been exceeded.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2063 ERROR The copy source logical volumes for multiple monitor sessions are duplicated.****Explanation**

The copy source logical volume for the monitor session overlaps with the copy source logical volume for other monitor session.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2064 ERROR The new session and an existing session are not specified correctly.****Explanation**

New session and existing sessions are not specified correctly.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2065 ERROR The copy destination and cascade copy destination are duplicated.****Explanation**

The copy destination for the specified session overlaps with the cascade copy destination set.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2066 ERROR An incorrect setting is specified to reverse the copy direction.****Explanation**

The specified copy reverse setting is invalid.

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2067 ERROR The SDV is currently being formatted.****Explanation**

The Snap Data Volume is currently being formatted.

**System administrator response**

Check the specified logical volume configuration (status).

---

**STXC2068 ERROR A session with an SDV as the copy destination already exists.****Explanation**

A session with the Snap Data Volume as the copy destination already exists,

**System administrator response**

Check the existing session of the specified logical volume.

---

**STXC2069 ERROR A copy table is not set.****Explanation**

The copy table is not set.

**System administrator response**

Set the copy table using ETERNUS Web GUI, and try again.

---

**STXC2070 ERROR The copy table size is insufficient.****Explanation**

The copy table size is insufficient.

**System administrator response**

Review the copy table size, and then try again.

---

**STXC2071 ERROR REC Buffer error.****Explanation**

The REC Buffer status is not "Active".

**System administrator response**

Check the status of the specified REC Buffer.

---

**STXC2072 ERROR REC Buffer is invalid after the copy resumes.****Explanation**

An incompatibility was detected between the copy source and copy destination connection and the send-receive connection from the REC Buffer after the copy process was resumed.

**System administrator response**

Check the status of the specified REC Buffer. Or, check the parameters for the specified session.

---

**STXC2073 ERROR The REC Buffer is currently being used.****Explanation**

The REC Buffer is currently being used.

**System administrator response**

Check the status of the specified REC Buffer.

---

**STXC2074 ERROR REC Buffer is invalid after the copy session is reversed.****Explanation**

An incompatibility was detected between the copy source and copy destination connection and the send-receive connection from the REC Buffer after the copy direction was reversed.

**System administrator response**

Check the status of the specified REC Buffer.

---

**STXC2075 ERROR Unable to copy the specified logical volume.****Explanation**

The copy could not proceed because the specified logical volume motor is OFF.

**System administrator response**

Check the specified logical volume configuration (Eco-mode setting).

---

**STXC2076 ERROR Unable to find the specified BoxID information.****Explanation**

The specified Box ID cannot be found in the configuration information.

**System administrator response**

Check the configuration information (path information) and the specified parameter (Box ID).

---

**STXC2077 ERROR Unable to delete the session in the remote ETERNUS Disk storage system.****Explanation**

The copy session was deleted from the local storage cabinet, but the session could not be deleted from the remote storage cabinet because of a problem with the path status.

#### System administrator response

Check the status of the specified session and the path information.

---

#### **STXC2078 ERROR A CFL is currently being performed.**

##### Explanation

The command cannot be executed because a controller firmware is currently being loaded.

#### System administrator response

Check the status of both the local storage cabinet and the remote storage cabinet,

---

#### **STXC2079 ERROR The resolution of the copy table is invalid.**

##### Explanation

The copy table resolution does not match between the copy source cabinet and the destination cabinet.

#### System administrator response

Check the storage device configuration (bitmap ratio and resolution of the copy table).

---

#### **STXC2080 ERROR The specified SDV is invalid.**

##### Explanation

On the Advanced Copy function without SnapOPC+, the Snap Data Volume is specified for the copy destination logical volume.

#### System administrator response

Check the specified parameter and the specified logical volume configuration (LU type).

---

#### **STXC2081 ERROR An SDV is specified for the copy source of the SnapOPC+.**

##### Explanation

The Snap Data Volume is specified for the copy source of the SnapOPC+.

#### System administrator response

Check the specified parameter and the specified logical volume configuration (LU type).

---

#### **STXC2082 ERROR A logical volume is specified for the copy destination of the SnapOPC+.**

##### Explanation

The OLU is specified for the copy destination of the SnapOPC+.

#### System administrator response

Check the specified parameter and the specified logical volume configuration (LU type).

---

#### **STXC2083 ERROR Retry required**

##### Explanation

The operation must be retried.

#### System administrator response

Try again.

---

#### **STXC2084 ERROR The status is invalid or an abnormal firmware event occurred.**

##### Explanation

The storage device is in NotReady state, or an error occurred in the firmware.

## System administrator response

Check the storage device status, or .contact a Fujitsu system engineer.

---

### **STXC2085 ERROR Unable to perform RAID migration.**

#### Explanation

The RAID Migration could not be performed because a Bind-in-Cache operation was in progress on the specified logical volume.

## System administrator response

Check the specified logical volume configuration (status).

---

### **STXC2086 ERROR Unable to start the Concurrent OPC function because the phase of the latest SnapOPC + session is readying.**

#### Explanation

The Concurrent OPC function is unable to start due to the following reason:

- When adding a new SnapOPC+ generation, the session phase of the previous generation is in a session definition complete/copy not performed state (Readying).

## System administrator response

Check the SnapOPC+ session status of the previous generation, and try again.

---

### **STXC2087 ERROR Unable to restore the copy session because the Concurrent OPC function is being used.**

#### Explanation

A restoration copy cannot be performed using the Concurrent OPC function.

## System administrator response

Review the target copy session for which the Concurrent OPC function is to be used.

---

### **STXC2088 ERROR Failed to restore the copy session because the phase of the target session is readying.**

#### Explanation

The restoration copy failed due to one of the following reasons:

- The target session phase is in a session definition complete/copy not performed state (Readying).
- The target session is a SnapOPC+ session and the latest generation phase is in a session definition complete/copy not performed state (Readying).

## System administrator response

Check the status of the target session for restoration copy.

---

### **STXC2089 ERROR The specified volume is being used by Extended Copy.**

#### Explanation

An XCOPY session already exists for the specified logical volume. Any of the following may be possible factors:

- The session that configures a cascade with an existing XCOPY session is started.
- The session which the copy destination duplicates with an existing XCOPY session is started.
- The session which is a restore copy session (with copy source and copy destination reversed) for an existing XCOPY session is started.



### System administrator response

Try again after confirming that the specified logical volume XCOPY session is complete with the Web Console or accopy query command.

If the above action fails to eliminate the cause of the error, refer to "Use in combination with XCOPY (Extended Copy)" in the *ETERNUS SF Operation Guide for Copy Control Module*.

---

### **STXC2090 ERROR Failed to start the copy session because another copy session has already started.**

#### Explanation

The copy failed due to one of the following reasons:

- An overwrite operation was performed with the Concurrent OPC function for an OPC session in which the phase is in a copying state (Copying).
- An overwrite operation was performed with the OPC function for an OPC session in which the phase is in a session definition complete/copy not performed state (Readying).

### System administrator response

Re-specify the copy source volume and the copy destination volume, and try again.

---

### **STXC2091 ERROR Unable to start the Concurrent OPC function because a restoration copy session exists.**

#### Explanation

The Concurrent OPC function is unable to start due to the following reason:

- When performing a QuickOPC differential copy, a restoration copy is in operation for the target session.

### System administrator response

Try again after the restoration copy is complete.

---

### **STXC2092 ERROR The storage system does not support the REC function with a LAN interface.**

#### Explanation

The connected storage system does not support copying via a LAN.

### System administrator response

Check whether an appropriate storage system is specified, and try again.

---

### **STXC2093 ERROR Insufficient resource in ETERNUS.**

#### Explanation

Not executable due to ETERNUS Disk storage system resource shortage.

### System administrator response

Secure sufficient resource of the ETERNUS Disk storage system, and try again.

---

### **STXC2094 ERROR The copy source storage is not support this copy function.**

#### Explanation

The copy function that is executed for the copy destination ETERNUS Disk storage system is not supported by the copy source ETERNUS Disk storage system.

### System administrator response

Check the firmware version of the copy source ETERNUS Disk storage system.

If you cannot check the firmware version, contact a Fujitsu system engineer.

---

**STXC2095 ERROR An error is detected for the operation that was performed via the LAN. Error=(detail)****Explanation**

An error occurs for the operation of the Copy command via LAN.

**Parameters**

*detail*: Detail error code

The *detail* is will be one of the following strings:

Detail Error Code Displayed in <i>detail</i>	Error Cause
0x00005372	Another Advanced Copy may be using the logical volume of the copy source or copy destination.
0x00005400	When Concurrent OPC is performed from a copy source logical volume to a copy destination logical volume, the Concurrent OPC operation is concurrently done to the same copy source and destination logical volumes.
0x00005401	
0x00005402	Transfer mode used for all the RA ports making up a REC path is inactive.

**System administrator response**

The action required depends on the *detail*, as described below:

Detail Error Code Displayed in <i>detail</i>	Action Plan
0x00005372	Check that the logical volume of the copy source or copy destination is not used by another Advanced Copy, and try again.
0x00005400	After Concurrent OPC has completed, try again.
0x00005401	
0x00005402	Review the RA port settings or use any active transfer mode for the RA ports to try again.

If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:  
"Trouble analysis" in the *ETERNUS SF Express Operation Guide*
- When using AdvancedCopy Manager:  
"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

**STXC2096 ERROR The specified volume in the remote storage system is invalid.****Explanation**

An invalid volume is specified in the communication destination ETERNUS Disk storage system.

**System administrator response**

The following cases are assumed.

- The specified logical volume does not exist.
- The encryption settings of the copy source logical volume do not agree with those of the copy destination logical volume.
- The specified logical volume cannot be copied due to a disk failure.

Check the specification for copy source logical volume and copy destination logical volume or remove the error cause, and then try again.

---

**STXC2097 ERROR A parameter error occurred in the remote storage system.**

## Explanation

A parameter error occurs in the communication destination ETERNUS Disk storage system.

## System administrator response

The following cases are assumed.

- The physical information for the specified volume does not agree with the information in the ETERNUS disk storage system.
- The specified copy session is in REC reverse processing.
- The size of the copy source volume is larger than that of the copy destination volume.

Check the specification for the copy source logical volume and the copy destination logical volume, and then try again.

---

## **STXC2098 ERROR The specified copy range for the remote storage system overlaps with the copy range for an existing session.**

## Explanation

The specified copy range overlaps with the copy range for an existing copy session in the communication destination ETERNUS Disk storage system.

## System administrator response

Check the specification for the copy source logical volume and the copy destination logical volume.

Make sure that the copy range is not overlapped with the existing copy session, and then try again.

---

## **STXC2099 ERROR The status of a session or a volume in the remote storage system is error.**

## Explanation

The target copy session or the target volume in the communication destination ETERNUS Disk storage system is in error state.

## System administrator response

Check the status of the target copy session or volume and remove the error cause, and then try again.

---

## **STXC2100 ERROR The number of copy sessions exceeds the maximum number of copy sessions in the remote storage system.**

## Explanation

The number of copy sessions that can be performed in the communication destination ETERNUS Disk storage system exceeds the maximum value.

## System administrator response

Delete unnecessary copy sessions, and then try again.

---

## **STXC2101 ERROR The target volume for the remote storage system is already defined in another copy operation.**

## Explanation

The specified copy destination volume in the communication destination ETERNUS Disk storage system is already specified for another copy session.

## System administrator response

Check the specification of the copy destination volume, and then try again.

---

## **STXC2102 ERROR A copy table or REC Buffer status error occurred in the remote storage system.**

## Explanation

An error for the copy table setting or the REC buffer status occurred in the communication destination ETERNUS Disk storage system.

### System administrator response

Check that the copy table size is set correctly.

If the REC buffer status is abnormal, remove the cause bringing about the error, and then try again.

---

### **STXC2103 ERROR The specified copy volume in the remote storage system is a Snap Data Volume.**

#### Explanation

The Snap Data Volume in the communication destination ETERNUS Disk storage system is specified as the copy destination.

### System administrator response

Check the specification of the copy destination logical volume, and then try again.

---

### **STXC2104 ERROR An error occurred for the copy path connection in the remote storage system.**

#### Explanation

A communication error between cabinets occurred in the communication destination ETERNUS Disk storage system.

### System administrator response

Remove the cause bringing about the communication error between cabinets, and then try again.

---

### **STXC2105 ERROR An unsupported command was issued to the remote storage system.**

#### Explanation

An unsupported command is issued in the communication destination ETERNUS Disk storage system.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

### **STXC2106 ERROR The copy session has already been set in the remote storage system.**

#### Explanation

The target copy session is already set in the communication destination ETERNUS Disk storage system.

### System administrator response

The processing was performed toward the copy pair in which the copy session exists.

Check the copy session status and if you re-execute the processing, do it with no session existing.

---

### **STXC2107 ERROR The copy session has been already deleted in the remote storage system.**

#### Explanation

The target copy session is already deleted from the communication destination ETERNUS Disk storage system.

### System administrator response

The processing was performed toward the copy pair in which the copy session does not exist.

Check the copy session status.

---

### **STXC2108 ERROR The copy session is already in Suspend status in the remote storage system.**

## Explanation

The target copy session is already suspended in the communication destination ETERNUS Disk storage system.

## System administrator response

The suspend operation was performed toward the suspended copy pair.

Check the copy session status.

---

## **STXC2109 ERROR The copy session is already in Active status in the remote storage system.**

## Explanation

The target copy session is already in Active state in the communication destination ETERNUS Disk storage system.

## System administrator response

Check the execution status of the copy session.

Check the specification for the copy source logical volume and the copy destination logical volume, and then try again.

---

## **STXC2110 ERROR No copy license is registered for the remote storage system.**

## Explanation

No copy license is registered in the communication destination ETERNUS Disk storage system.

## System administrator response

Check the registration status of the copy license.

---

## **STXC2111 ERROR The specified storage system information cannot be found in the remote storage configuration.**

## Explanation

The specified ETERNUS Disk storage system information does not exist in the communication destination ETERNUS Disk storage system.

## System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

- When using Express:

"Trouble analysis" in the *ETERNUS SF Express Operation Guide*

- When using AdvancedCopy Manager:

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXC2112 ERROR A copy path error was detected for the deletion process. The specified copy sessions might still exist in the remote storage system.**

## Explanation

A copy path error is detected when deleting the copy session. The target copy session for deletion might still exist in the communication destination ETERNUS Disk storage system.

## System administrator response

Check the execution status of the copy session for each ETERNUS Disk storage system.

If the copy session remains either of the storage system, delete the relevant copy session. Then, try again.

---

## **STXC2113 ERROR A firmware update is in progress in the remote storage system. The specified operation cannot be performed.**

#### Explanation

The firmware is being updated for the communication destination ETERNUS Disk storage system. The specified operation cannot be performed.

#### System administrator response

Wait until the firmware update is complete, and then try again.

---

### **STXC2114 ERROR The copy resolution settings of the local and remote storage systems are different.**

#### Explanation

The copy resolution setting does not correspond for the copy source and copy destination ETERNUS Disk storage system.

#### System administrator response

Correspond the copy resolution setting for the copy source and copy destination ETERNUS Disk storage systems, and then try again.

---

### **STXC2115 ERROR A retry operation is required in the remote storage system.**

#### Explanation

An error that requires retrying occurred in the communication destination ETERNUS Disk storage system.

#### System administrator response

The configuration settings of the ETERNUS Disk storage system may possibly be concurrently performed.

Make sure that the configuration settings are not performed, and then try again.

---

### **STXC2116 ERROR The status of the remote storage system is invalid.**

#### Explanation

The status of the communication destination ETERNUS Disk storage system is invalid.

#### System administrator response

Check the ETERNUS Disk storage system status.

Remove the cause of the status being invalid (NotReady), and then try again.

---

### **STXC2117 ERROR The resource is currently busy. Wait a while, and then try again.**

#### Explanation

An event that requires retrying occurred.

#### System administrator response

Check the execution status of the specified copy session

If the execution status is not the status in which the processing was performed, try again.

If the execution status is the status in which the processing was performed, Advanced Copy can continue to be performed.

---

### **STXC2118 ERROR The Controller Module failed.**

#### Explanation

The Controller Module in the ETERNUS Disk storage system is disabled and the copy session control failed.

#### System administrator response

Remove the cause bringing about the degeneracy of Controller Module, and then try again.

---

### **STXC3000 ERROR The status of the cascade copy session is incorrect.**

#### Explanation

The status of the specified cascade copy source session is not stopped when Concurrent OPC is performed.

## System administrator response

Check the cascade copy source session status and try again.

If the above action fails to eliminate the cause of the error, refer to "Notes on combining cascade copy and Concurrent OPC in operation" in the *ETERNUS SF Operation Guide for Copy Control Module*.

---

## **STXC3001 ERROR The copy logical source volumes are made by multiple ETERNUS Disk storage systems.**

### Explanation

When the concurrent suspend is performed for REC and the path information for copy destination ETERNUS Disk storage system is registered, the copy sources of the specified session are in multiple ETERNUS Disk storage systems.

## System administrator response

Check the target logical volume and try again.

---

## **STXC3002 ERROR The source volumes of cascade copy sessions are made by multiple ETERNUS Disk storage systems.**

### Explanation

The cascade copy sources of the specified session are in multiple ETERNUS Disk storage systems when Concurrent OPC is performed.

## System administrator response

Use appropriate target logical volumes for the Concurrent OPC or cascade sessions, and try again.

If the above action fails to eliminate the cause of the error, refer to "Notes on combining cascade copy and Concurrent OPC in operation" in the *ETERNUS SF Operation Guide for Copy Control Module*.

---

## **STXC3003 ERROR The transfer mode of the cascade copy session is incorrect.**

### Explanation

The specified cascade session is not REC (Consistency or Synchronous) when Concurrent OPC is performed.

## System administrator response

Use appropriate target logical volumes for the Concurrent OPC or cascade sessions, and try again.

If the above action fails to eliminate the cause of the error, refer to "Notes on combining cascade copy and Concurrent OPC in operation" in the *ETERNUS SF Operation Guide for Copy Control Module*.

---

## **STXC3004 ERROR The logical volume is already defined in an Offloaded Data Transfer session.**

### Explanation

An ODX session has already been performed for the specified logical volume. Any of the following may be possible factors:

- The session that configures a cascade with an existing ODX session is started.
- An OPC restoration process is performed for a session that configures multiple copies with an existing ODX session.
- Reverse is performed for a session that configures multiple copies with an existing ODX session.

## System administrator response

Try again after confirming that the specified logical volume ODX session is complete with the Web Console or accopy query command.

If the above action fails to eliminate the cause of the error, refer to "Use in combination with ODX (Offloaded Data Transfer)" in the *ETERNUS SF Operation Guide for Copy Control Module*.

## A.2 Messages of STXS prefix

---

**STXS1027 ERROR The specified parameter is invalid. [parameter name=*parameterName*, parameter value=*parameterValue*]**

### Explanation

An incorrect affinity group number has been specified.

### Parameters

*parameterName* : Parameter name

*parameterValue* : Parameter value

### System action

The system terminates processing.

### System administrator response

Use "acinq ag (Command for displaying a list of affinity groups)" to check the specified affinity group number.

Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

---

**STXS2001 ERROR The specified user name and password have not been registered in the device. [user=*userName*]**

### Explanation

The user name and password have not been registered on the ETERNUS Disk storage system.

### Parameters

*userName* : User name

### System action

The system terminates processing.

### System administrator response

Check whether the user name and password are correct.

---

**STXS2002 ERROR The specified user does not have privileges greater than that of an administrator. [user=*userName*]**

### Explanation

The user does not have Administrator privileges.

### Parameters

*userName* : User name

### System action

The system terminates processing.

### System administrator response

Use ETERNUS Web GUI to check the user privileges.

---

**STXS2008 ERROR The registered user and password are not registered in the current device. [IP address=*ipAddress*, user=*userName*]**

### Explanation

The user name and password have not been registered on the ETERNUS Disk storage system.



## Parameters

*ipAddress* : IP address  
*userName* : User name

## System action

The system terminates processing.

## System administrator response

The ETERNUS Web GUI user account has either been changed or deleted.

Change the registration information for the ETERNUS Disk storage system by referring to the following manual.  
"Changing the configuration" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXS2009 ERROR The operation cannot be performed with the user privileges when registering the device. [IP address=*ipAddress*, user=*userName*]**

## Explanation

The user does not have Administrator privileges.

## Parameters

*ipAddress* : IP address  
*userName* : User name

## System action

The system terminates processing.

## System administrator response

The user account privileges for ETERNUS Web GUI have been changed.  
Use ETERNUS Web GUI to check the user privileges.

---

## **STXS2012 ERROR Failed to authenticate the user. [IP address=*ipAddress*, user=*userName*]**

## Explanation

The ETERNUS Disk storage system could not be logged into for one of the following reasons:

- The maximum number of connections to the ETERNUS Disk storage system has been reached.
- The specified user information is invalid or does not match the user information that is registered in the ETERNUS Disk storage system.
- The specified user information registered in AdvancedCopy Manager Copy Control Module is invalid or does not match the user information in the ETERNUS Disk storage system.

## Parameters

*ipAddress* : IP address  
*userName* : User name

## System action

The system terminates processing.

## System administrator response

- When the maximum number of connections to the ETERNUS Disk storage system has been reached:  
Wait for a while, and then try again.
- When the user information does not match:  
Check the user name, password, privileges, or role registered in the ETERNUS Disk storage system by using ETERNUS Web GUI and try again.

The user information of the ETERNUS Disk storage system may have been changed, disabled, or deleted. Check the user information registered in the ETERNUS Disk storage system.

- When it has been changed:

Delete the user information that was registered before the change by using "Deleting the Devices" in AdvancedCopy Manager Copy Control Module, and then register the user information after the change by performing "Adding the Devices".

- When it has been disabled:

Use ETERNUS Web GUI to enable the user information that is registered in AdvancedCopy Manager Copy Control Module.

- When it has been deleted:

Use ETERNUS Web GUI to re-register the user information that is registered in AdvancedCopy Manager Copy Control Module.

---

### **STXS2013 ERROR The specified user does not have the "Software" role. [user=*userName*]**

#### Explanation

The specified user does not have the "Software" role.

#### Parameters

*userName* : User name

#### System action

The system terminates processing.

#### System administrator response

Create a user account with "Software" role by using ETERNUS Web GUI or ETERNUS CLI. Then, specify this user.

---

### **STXS4002 ERROR The device is not supported. [IP address=*ipAddress*, model=*modelName*, type=*type*]**

#### Explanation

The specified ETERNUS Disk storage system is not supported.

#### Parameters

*ipAddress* : IP address

*modelName* : ETERNUS Disk storage systems model

*type* : ETERNUS Disk storage systems type

#### System action

The system terminates processing.

#### System administrator response

Check that the ETERNUS Disk storage system adjusts the hardware requirements.

Refer to "Supported devices" in the *ETERNUS SF Installation and Setup Guide* for the hardware requirements.

---

### **STXS4046 ERROR The specified affinity group has not been registered. [affinity group number=*groupName*]**

#### Explanation

The specified affinity group has not been registered.

#### Parameters

*groupName* : Affinity group number

#### System action

The system terminates processing.

## System administrator response

Use "acinq ag (Command for displaying a list of affinity groups)" to check the specified affinity group number.  
Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

---

## **STXS4047 ERROR The specified affinity group has been concatenated. [affinity group number=groupName]**

### Explanation

A concatenated affinity group has been specified.

### Parameters

*groupName*: Affinity group number

### System action

The system terminates processing.

### System administrator response

Concatenated affinity groups cannot be specified.

---

## **STXS5002 ERROR Failed to access the device. [code=commandCode, result=result]**

### Explanation

Command access to ETERNUS Disk storage system failed.

### Parameters

*commandCode*: Command code  
*result*: Command execution result

### System action

The system terminates processing.

### System administrator response

The following are possible causes:

- The status of ETERNUS Disk storage system is abnormal.
- The component of ETERNUS Disk storage system failed.
- Network environment is invalid.
- LAN connection status is invalid.
- Number of disks used exceeds the number of disks that can be installed.
- The setting command is executed again before the setting process is complete in the ETERNUS Disk storage system.

After checking the causes listed above, wait for a while, try again. If you still have a problem, collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXS7004 ERROR Failed to communicate with the device. [IP address=ipAddress]**

### Explanation

Communications with the ETERNUS Disk storage system have failed.

### Parameters

*ipAddress*: IP address

## System action

The system terminates processing.

## System administrator response

It is not possible to communicate with the ETERNUS Disk storage system.

Refer to the following manuals to check the status of the network, and execute the command again:

- When using Express:

"Configuring the network environment" in "Setup of Express's manager" in the *ETERNUS SF Installation and Setup Guide*

- When using Storage Cruiser:

"Configuring the network environment" in "Setup of Storage Cruiser's manager" in the *ETERNUS SF Installation and Setup Guide*

- When using AdvancedCopy Manager Copy Control Module:

"Configuring the network environment" in "Setup of AdvancedCopy Manager CCM" in the *ETERNUS SF Installation and Setup Guide*

---

## **STXS8020 ERROR An internal error occurred. [parameter name=*parameterName*, parameter value=*parameterValue*]**

### Explanation

An internal error occurred.

### Parameters

*parameterName* : Parameter name

*parameterValue* : Parameter value

### System action

The system terminates processing.

### System administrator response

Collect the information required for troubleshooting as described in the following manual and contact a Fujitsu system engineer.

"How to collect data" in the *ETERNUS SF Operation Guide for Copy Control Module*

---

## **STXS8070 ERROR The resource is being used. [parameter name=*parameterName*, parameter value=*parameterValue*]**

### Explanation

The resource is being used.

### Parameters

*parameterName* : Parameter name

*parameterValue* : Parameter value

### System action

The system terminates processing.

### System administrator response

Stop the use of the resource or wait for a while, and try again.

---

## **STXS8098 ERROR Cannot be used because of the Slave CM. [parameter name=*parameterName*, parameter value=*parameterValue*]**

### Explanation

Try again using the Master CM.

## Parameters

*parameterName* : Parameter name  
*parameterValue* : Parameter value

## System action

The system terminates processing.

## System administrator response

Use the Master CM and try again.

---

**STXS8101 ERROR Insufficient memory. [parameter name=*parameterName*, parameter value=*parameterValue*]**

## Explanation

There is not enough memory.

## Parameters

*parameterName* : Parameter name  
*parameterValue* : Parameter value

## System action

The system terminates processing.

## System administrator response

Secure sufficient memory and try again.

---

**STXS8151 ERROR Shutdown or startup is currently being performed. [parameter name=*parameterName*, parameter value=*parameterValue*]**

## Explanation

Shutdown or startup is currently being performed.

## Parameters

*parameterName* : Parameter name  
*parameterValue* : Parameter value

## System action

The system terminates processing.

## System administrator response

Wait for shutdown or startup to complete and try again.

---

## A.3 Messages of non STXC/STXS prefix

---

**no such session.**

## Explanation

There is no session for the specified copy pair.

## System action

The system terminates processing.

## System administrator response

Operations cannot be executed on copy pairs for which there is no copy session.  
Check the session status using either `acopc query` command or `acec query` command.  
Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

---

### invalid logical volume name.

#### Explanation

Either the access volume specified at ETERNUS Disk storage system registration time or the device name specified using a command is invalid.

#### System action

The system terminates processing.

#### System administrator response

Check that the specified device name is correct.  
Or, the access volume may have been disabled.  
Check the drive letter and device name specified in the access volume, and set a valid access volume.  
The `acarray pathscan` command can be used to set the access volume automatically.  
Refer to the *ETERNUS SF Operation Guide for Copy Control Module* for information on the command.

## A.4 Detail error messages of ETERNUS Disk storage system

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This appendix describes the error code and detailed error messages output by the ETERNUS Disk storage system, which were inserted into the messages.

If an error message not shown in this table appears, a hardware failure may have occurred. In such an event, contact a Fujitsu customer engineer.

Table A.1 Detail error messages of ETERNUS Disk storage system

Error Code	Error Message	Explanation	Action Plan
2	invalid logical volume name.	The specified copy source or destination device is not found.	This message may be displayed when a Logical Unit (disk)-to-Logical Unit (disk) copy is done between different operating systems. If so, the operation design should be reviewed. Refer to "Notes on executing copy between different operating systems" in "Notes on Operations" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> for details.  In the case other than mentioned above, check that the slice information exists on the copy source or destination device.
3	invalid extent number.	An internal conflict occurred. (The number of extents is invalid (STXGetVolmuInfo))	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
4	invalid source BoxID.	An internal conflict occurred. (The copy source box identifier was invalid.)	

Error Code	Error Message	Explanation	Action Plan
5	invalid destination BoxID.	An internal conflict occurred. (The copy destination box identifier was invalid.)	
6	invalid source OLU.	The specified copy source or destination device is not found.	Check the partition information for the copy source device.
7	invalid destination OLU.	The specified copy source or destination device is not found.	Check the partition information for the copy destination device.
8	invalid extent.	The copy source or destination device does not exist.	Check the slice information on the copy source or destination device.
11	invalid source extent size.	An internal conflict occurred. (Not entire volume copy but copy size is 0.)	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
12	invalid copy interval.	The specified copy interval is invalid.	
17	Not support.	The specified copy function is not supported.	Contact a Fujitsu customer engineer.
22	not STX.	The copy source or destination device does not exist.	Check the slice information on the copy source or destination device.  Check that the backup management function is not being used on Windows guest OS in Linux KVM environment. The only replication management function can be used on Windows guest OS.
24	hardware error requiring CE-CALL.	A SCSI error (CheckCondition) was detected.	Check the device connection status and then retry.
25	SCSI condition met.	A SCSI error (Condition met) was detected.	If you still have a problem, contact a Fujitsu customer engineer.
26	SCSI command busy.	One of the following has occurred.  - In the case of the cascade copy, it is either the following:  - The combination of copy types is not supported by the storage device.  - The copied data size at each session of the cascade copy is the different.  The above cascade copy indicates the following.  - Add a copy for the copy destination volume which a copy has been set.  - Add a copy for the copy source volume which a copy has been set.  - In the case of the restoration after executing the backup or replication by OPC/QuickOPC/SnapOPC/SnapOPC+, the restoration by OPC is not being performed.	Take the applicable action as follows:  - In the case of the cascade copy, ensure the following:  - The combination of copy types is supported by the storage device.  - The copied data size at each session of the cascade copy is the same.  - In the case of the restoration after executing the backup or replication by OPC/QuickOPC/SnapOPC/SnapOPC+, ensure that the restoration by OPC is being performed. (For example, when performing replication by QuickOPC operation, do it without specifying -T for the command option during restore.)  - Ensure that the OPC/EC copy source is not used for another copy source.

Error Code	Error Message	Explanation	Action Plan
		<ul style="list-style-type: none"> <li>- The specified OPC/EC copy target device is already being used for another OPC/EC copy target.</li> <li>- The maximum number of OPC/EC that can run concurrently in the disk array has already been reached.</li> <li>- BUSY was detected in the SCSI path.</li> <li>- The copy that is not managed by AdvancedCopy Manager is done.</li> <li>- The maximum number of copy sessions that can be set to identical logical unit or identical partition/slice is exceeded.</li> <li>- An XCOPY session has already been performed for the specified logical volume.</li> </ul>	<ul style="list-style-type: none"> <li>- Wait until the OPC/EC of the device specified by the backup execution status display command ends, and then re-execute processing.</li> <li>- Wait for about five seconds and then re-execute processing.</li> <li>- Confirm the status of the copy by using ETERNUS Web GUI.</li> <li>- Operate so that the maximum number of copy sessions is not exceeded.</li> </ul> <p>In QuickOPC / SnapOPC / SnapOPC+ operation, copy session exists even after copy completion. This may cause the maximum number of copy session that can be set to identical logical unit or identical partition/slice to be exceeded when a new copy is done in backup or restore operation. For the maximum number of Advanced Copy sessions, check with the manual for ETERNUS Disk storage system you will use.</p> <ul style="list-style-type: none"> <li>- Try again after confirming that the specified logical volume XCOPY session is complete with the Web Console. If the above action fails to eliminate the cause of the error, refer to "Use in combination with XCOPY (Extended Copy)" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows)</i>.</li> </ul> <p>For other cases, contact a Fujitsu customer engineer.</p>
27	SCSI command conflict.	A SCSI error (a command conflict) was detected.	Check the device connection status and then retry.
28	SCSI queue full.	A SCSI error (queue full) was detected.	If you still have a problem, contact a Fujitsu customer engineer.
29	unexpected SCSI error.	A SCSI error (abnormal state) was detected.	
33	different STX.	<p>Copying was directed toward a different device. The definition information is different from the real device. The reason can fall under either of the following cases:</p> <ul style="list-style-type: none"> <li>- The definition information for AdvancedCopy Manager on a certain server was copied to another server.</li> <li>- The disk storage system was replaced without deleting the definition</li> </ul>	<p>Reset the environment configuration for AdvancedCopy Manager.</p> <ul style="list-style-type: none"> <li>- If the backup or replication function of AdvancedCopy Manager is used:</li> </ul> <p>Refer to the following manual to reset the environment configuration for AdvancedCopy Manager.</p> <p>"Changing the device configuration" in the <i>ETERNUS SF</i></p>



Error Code	Error Message	Explanation	Action Plan
		information for AdvancedCopy Manager.	<p><i>AdvancedCopy Manager Operation Guide</i></p> <ul style="list-style-type: none"> <li>- If AdvancedCopy Manager Copy Control Module is used:</li> </ul> <p>Delete the registration of the copy group and the ETERNUS Disk storage system in which the error occurred and then re-register the ETERNUS Disk storage system and re-create the copy group.</p>
35	invalid MPHD environment.	An MPHD path name was specified for the logical volume name when MPHD was not installed.	Check whether MPHD is installed.
36	memory allocation error.	Dynamic memory allocation failed.	Allocate sufficient memory or a swap area, or terminate any other programs that are being executed.
37	invalid option flag.	An internal conflict occurred. (The operation specification flag is invalid.)	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
38	invalid SynfinityDISK environment.	SynfinityDISK resource is not supported.	Specify a resource other than SynfinityDISK.
39	out of sequence.	<p>One of the following has occurred:</p> <ul style="list-style-type: none"> <li>- The status does not allow execution of this command.</li> <li>- Invalid state or invalid phase detected for the SCSI access.</li> <li>- Replication cancellation was executed to a SnapOPC+ generation other than the oldest generation.</li> <li>- Using AdvancedCopy Manager Copy Control Module, the volume protection function-set volume was specified for backup destination and backup was performed.</li> </ul>	<p>Take one of the following actions:</p> <ul style="list-style-type: none"> <li>- Check the processing status, and then try again.</li> <li>- Check the session status, and then try again.</li> <li>- Check the Snap generation number, and then try again.</li> <li>- Check whether the volume protection function is set to the backup destination volume and if it is set, unset volume protection settings or retry the settings to a volume to which the volume protection function is not set. (Refer to "Setting copy volume protection" in the <i>ETERNUS SF Operation Guide for Copy Control Module</i> for information on the volume protection function.)</li> </ul> <p>If you still have a problem, contact a Fujitsu system engineer.</p>
48	invalid OLU.	<p>The specified copy source or destination device is invalid because:</p> <ul style="list-style-type: none"> <li>- The same device is specified for the copy source or copy destination in "Copy all volumes".</li> <li>- The specified device cannot be used.</li> </ul>	<p>Check the device that is the copy source or the device partition information of the copy destination, and retry the function. If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>

Error Code	Error Message	Explanation	Action Plan
		<ul style="list-style-type: none"> <li>- Consistency mode was specified for the RAID consolidation volume.</li> <li>- A non-existent OLU was specified when the volume status was displayed.</li> </ul>	
56	invalid GDHD environment.	A GDHD path name was specified for the logical volume name when GDHD was not installed.	Check whether GDHD is installed.
57	invalid BoxID.	The specified remote box identifier is invalid.	Check the connection conditions between boxes, and retry.
58	invalid role.	The specified remote copy direction is invalid.	If you still have a problem, contact a Fujitsu customer engineer.
59	setup is inadequate	<p>The copy settings are not sufficient for normal operation. One of the following has occurred:</p> <ul style="list-style-type: none"> <li>- The license has not been set with the AdvancedCopy option.</li> <li>- There are not enough device resources (e.g., "table size not set", "table size not enough", "REC buffer size not set").</li> </ul>	<ul style="list-style-type: none"> <li>- If the table size is short: Check whether the table size of the ETERNUS Disk storage system is properly set.</li> <li>- If REC operation is used: The resolution of copy table size should be the same between cabinets. Check whether the resolution of bitmap is the same between cabinets.</li> </ul> <p>The settings required for provided Advanced Copy functions vary depending on every ETERNUS Disk storage system. Check the manual for the ETERNUS Disk storage system to be used to do settings according to its directions.</p> <p>In the case other than mentioned above, contact a Fujitsu customer engineer and system engineer.</p>
60	bit map resolution disagree.	The bitmap resolution between boxes is inconsistent.	Contact a Fujitsu customer engineer and system engineer.
61	communication interrupted.	An error occurred in communication between cases.	Check the connection state between the boxes, and retry processing. If you still have a problem, contact a Fujitsu customer engineer.
62	another partner is not supported.	The version of firmware of one box is not supported.	Contact a Fujitsu customer engineer.
63	the session mode was not changed.	An attempt to switch the session mode has failed. (However, the original status remains as is.)	Check the connection status between boxes and then retry. If you still have a problem, contact a Fujitsu customer engineer and system engineer.
64	the session mode crosses.	An attempt to switch the session mode has failed. (Information between boxes is inconsistent.)	
65	the operation of SnapOPC was failed.	One of the following has occurred:	Check whether the target storage device supports SnapOPC. If the target storage

Error Code	Error Message	Explanation	Action Plan
		<ul style="list-style-type: none"> <li>- It tried to execute SnapOPC to the storage device that does not support SnapOPC.</li> <li>- An error has occurred accessing a Snap Data volume.</li> <li>- Reverse copy was implemented when there was not a SnapOPC session.</li> </ul>	<p>device supports SnapOPC, take one of the following actions:</p> <ul style="list-style-type: none"> <li>- Check the partition information for the copy destination disk, and then rerun the command.</li> <li>- Check the SnapOPC session status, and then rerun the command.</li> </ul> <p>If you still have a problem, contact a Fujitsu customer engineer and system engineer.</p>
66	the operation of REC buffer was failed.	An attempt to either display information or change the settings for the REC transfer buffer has failed.	<p>Check the settings status of the REC transfer buffer and then rerun the command.</p> <p>If you still have a problem, contact a Fujitsu customer engineer and system engineer.</p>
67	the operation of concurrent suspend was failed.	A concurrent suspend operation has failed. (However, the original status remains as is.)	<p>Check the status of all sessions, and then rerun the command. For HP-UX or AIX, check that the copy destination volume is the same size or larger than the copy source volume.</p> <p>If you still have a problem, contact a Fujitsu system engineer.</p>
68	invalid Snap Data volume.	<p>A Snap Data volume specification error has been detected.</p> <ul style="list-style-type: none"> <li>- SnapOPC/SnapOPC+ has been specified but the copy destination is not a Snap Data volume.</li> <li>- SnapOPC/SnapOPC+ has been specified but the copy source is a Snap Data volume.</li> <li>- OPC/QuickOPC or EC/REC was specified but either the copy source or the copy destination is a Snap Data volume.</li> </ul> <p>A volume other than a Snap Data volume was specified for Snap Data volume initialization.</p>	<p>Check the partition information for the copy source or copy destination device, and then rerun the command.</p> <p>If you still have a problem, contact a Fujitsu customer engineer and system engineer.</p>
69	not support in GR-API.	The specified volume is not supported.	Check that the size of the specified volume is less than 2TB.
70	disk drive motor off.	The disk drive is in the stopped state due to the Eco-mode.	Rerun the command when the disk drive is being activated.
79	Unable to restore the copy session because the Concurrent OPC function is being used.	A restoration copy cannot be performed using the Concurrent OPC function.	Review the target copy session for which the Concurrent OPC function is to be used.
80	Unable to start the Concurrent OPC function.	The Concurrent OPC function is unable to start due to one of the following reasons:	Resolve the error and try again.

Error Code	Error Message	Explanation	Action Plan
		<ul style="list-style-type: none"> <li>- A session with a protected copy destination volume exists.</li> <li>- A volume with invalid data exists.</li> <li>- A session with an expired license exists.</li> <li>- A session undergoing Concurrent OPC exists.</li> </ul>	
81	The copy source logical volume contains invalid data.	The copy source logical volume contains invalid data.	Check the data contents of the relevant copy source logical volume.
82	RAID Migration is currently being performed.	RAID Migration with capacity expansion is in progress for the specified volume.	Try again after RAID Migration is complete.
83	Unable to start the Concurrent OPC function because of invalid parameter.	<p>The Concurrent OPC function is unable to start due to one of the following reasons:</p> <ul style="list-style-type: none"> <li>- There are deleted sessions.</li> <li>- The same session is specified multiple times.</li> </ul>	Resolve the error and try again.
84	The number of specified copy sessions exceeds the maximum.	The number of copy sessions specified with Concurrent Suspend and Concurrent OPC exceeds the maximum.	Delete the target number of sessions and try again.
85	Failed to restore the copy session because the phase of the target session is readying.	<p>The restoration copy failed due to one of the following reasons:</p> <ul style="list-style-type: none"> <li>- The target session phase is in a session definition complete/copy not performed state (Readying).</li> <li>- The target session is a SnapOPC+ session and the latest generation phase is in a session definition complete/copy not performed state (Readying).</li> </ul>	Check the status of the target session for restoration copy.
86	Unable to start the Concurrent OPC function because the phase of the latest SnapOPC+ session is readying.	<p>The Concurrent OPC function is unable to start due to the following reason:</p> <ul style="list-style-type: none"> <li>- When adding a new SnapOPC+ generation, the session phase of the previous generation is in a session definition complete/copy not performed state (Readying).</li> </ul>	Check the SnapOPC+ session status of the previous generation, and try again.
87	Unable to start the Concurrent OPC function because a restoration copy session exists.	<p>The Concurrent OPC function is unable to start due to the following reason:</p> <ul style="list-style-type: none"> <li>- When performing a QuickOPC differential copy, a restoration copy is in operation for the target session.</li> </ul>	Try again after the restoration copy is complete.
88	ERROR The status of the cascade copy session is incorrect.	The status of the specified cascade copy source session is not stopped when Concurrent OPC is performed.	<p>Check the cascade copy source session status and try again.</p> <p>If the above action fails to eliminate the cause of the error, refer to "Notes on combining cascade copy and Concurrent OPC in operation" in "Notes on snapshot high-speed backup" in the</p>

Error Code	Error Message	Explanation	Action Plan
			<i>ETERNUS SF AdvancedCopy Manager Operation Guide.</i>
89	ERROR The copy logical source volumes are made by multiple ETERNUS Disk storage systems.	When the concurrent suspend is performed for REC and the path information for copy destination ETERNUS Disk storage system is registered, the copy sources of the specified session are in multiple ETERNUS Disk storage systems.	Check the target logical volume and try again.
90	ERROR The source volumes of cascade copy sessions are made by multiple ETERNUS Disk storage systems.	The cascade copy sources of the specified session are in multiple ETERNUS Disk storage systems when Concurrent OPC is performed.	Use appropriate target logical volumes for the Concurrent OPC or cascade sessions, and try again. If the above action fails to eliminate the cause of the error, refer to "Notes on combining cascade copy and Concurrent OPC in operation" in "Notes on snapshot high-speed backup" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide.</i>
91	ERROR The transfer mode of the cascade copy session is incorrect.	The specified cascade session is not REC (Consistency or Synchronous) when Concurrent OPC is performed.	Try again after confirming that the specified logical volume ODX session is complete with the Web Console. If the above action fails to eliminate the cause of the error, refer to "Use in combination with ODX (Offloaded Data Transfer)" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows).</i>
92	ERROR The logical volume is already defined in an Offloaded Data Transfer session.	An ODX session has already been performed for the specified logical volume.	Try again after confirming that the specified logical volume ODX session is complete with the Web Console. If the above action fails to eliminate the cause of the error, refer to "Use in combination with ODX (Offloaded Data Transfer)" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide (for Windows).</i>
65536	undefined message.	An internal conflict occurred.	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
65538	not support in virtual GR-API.	It tried to execute the unsupported Advanced Copy function.	The function which is not supported with this function has operated. Check the supported range.
65539	invalid compatible device.	The device name of the specified SDX object is incorrect.	Specify the correct device name.
65540	not found sdx object in dom-U.	The specified SDX object does not exist.	Specify the correct SDX object.
65543	not found GDS Volume in dom-0.	The SDX object corresponding to the specified device is not found on the host OS of the communication destination.	Specify the correct SDX object. Or, check whether information described in the host information setting file or the guest information setting file is correct.
65544	get ip or port error.	Information could not be obtained from the host information setting file.	Check whether the host information setting file is correctly located in a regulated directory path.
65545	client error.	Communication with the host OS has failed.	Check whether information described in the host information setting file is correct.
65546	server error.	It failed to execute the Advanced Copy operation on the host OS.	For the Advanced Copy execution on the host OS, an error that cannot be continued occurs. Ask a Fujitsu system
65547	server API error and no result.		

Error Code	Error Message	Explanation	Action Plan
			engineer to collect the information required for troubleshooting. (*1)
65548	internal error.	An internal conflict occurred.	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
65550	GDS command error in dom-U.	The GDS volume information could not be obtained on the guest OS.	Check that the slice name of correct SDX object is specified. Or, check that it is able to execute the sdxinfo command on the guest OS.
65551	GDS command error in dom-0.	The GDS volume information could not be obtained on the host OS.	Check that it is able to execute the sdxinfo command on the host OS.
65552	memory allocation error in dom-U.	Dynamic memory allocation failed on the guest OS.	Allocate sufficient memory or a swap area, or terminate any other programs that are being executed.
65553	memory allocation error in dom-0.	Dynamic memory allocation failed on the host OS.	
65555	XDR internal error.	An internal conflict occurred.	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
65557	GDS Volume is not single in dom-0.	The host OS's SDX object corresponding to the specified device of the guest OS is not single configuration.	Allocate the SDX object of single configuration as virtual block device of guest OS.
65559	get domain name error.	Information could not be obtained from the guest information setting file.	Check whether the guest information setting file is correctly located in a regulated directory path.
65561	virtual GR-API internal error.	An internal conflict occurred.	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
65562	specified physical device is not found.	The device corresponding to the specified device is not found on the host OS.	Specify the correct device. Or, check whether information described in the host information setting file or the guest information setting file is correct.
65563	virsh dumpxml command error.	The guest OS domain information could not be obtained on the host OS.	Check whether information described in the host information setting file or the guest information setting file is correct. Or, check that it is able to execute the virsh dumpxml info command on the host OS.
65564	setupdi function error.	The device information could not be obtained from Windows operating system.	Ask a Fujitsu system engineer to collect the information required for troubleshooting. (*1)
65565	registry access error.	It failed to access the registry.	
65566	specified physical drive is not found.	The specified device is not found on the guest OS.	Specify the correct device.
65567	invalid virtual disk name is specified.	The specified device is invalid.	Specify the correct device. Or, check whether the specified device is a device that can specify on Linux guest.

Error Code	Error Message	Explanation	Action Plan
65568	get partition info error.	The partition information could not be obtained.	Specify the correct device.
65569	udevadm command error.	The virtual disk information could not be obtained on the guest OS.	Specify the correct device. Or, check that it is able to execute the udevadm info command on the guest OS.
65570	get slot number error.	The PCI information corresponding to a virtual disk could not be obtained.	Specify the correct device.
65571	invalid host ACM is requested.	AdvancedCopy Manager on the communication destination host did not accept a request.	Check whether information described in the host information setting file is correct.
65572	invalid logical volume name.	The specified device does not exist.	Check whether the specified device exists.
65573	invalid PCI information.	There is an inconsistency in disk information of the system.	Reboot the guest OS.

\*1: Refer to "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting.

## A.5 Detail error messages of device information acquisition

This appendix explains in detail the error messages produced when the following events occur during acquisition or display of device information:

- Message [swstf2121](#) is displayed and processing failed.
- Device information is partially missing.

The messages explained in the appendix are logged to the following locations on the Managed Server.

- For Solaris, Linux, HP-UX, or AIX:  
`/var/opt/FJVSwttrc/trc/stgxfwcmdevs.err`
- For Windows:  
`workDir\var\trc\stgxfwcmdevs.err`

Table A.2 Detail error messages on acquisition/reflection of device information

No.	Error Message	Explanation	Action Plan
1	[ERROR]NSP-API call exited abnormally. Volume= <i>volumeName</i> Error= <i>STXerrno</i> Sense(SK SC SS)= <i>SK SC SS</i> message	Calling the hardware interface failed.	Depending on the output message, refer to " <a href="#">A.4 Detail error messages of ETERNUS Disk storage system</a> " and take appropriate action based on the description of action to be taken.
2	[ERROR]The device information file is not consistent with the system devices. Try again with fetching all device information.	Device information file "device.ini" does not match system information.	For Windows: Execute acquisition/reflection of information on all devices.
3	[ERROR]Writing the inifile failed. Filename= <i>fileName</i> Section= <i>section</i> Key= <i>key</i> Value= <i>value</i>	Writing the INI file failed.	For Windows: Check the INI file status.

No.	Error Message	Explanation	Action Plan
4	[ERROR]Reading the inifile failed. Filename= <i>fileName</i> Section= <i>section</i> Key= <i>key</i>	Reading the INI file failed.	For Windows: Check the INI file status.
5	[ERROR]An API call exited abnormally. API= <i>api</i> Device= <i>deviceName</i> Error= <i>errno</i> message	Calling the API failed.	For Solaris, Linux, HP-UX, or AIX: Check the device status.
6	[ERROR]An API call exited abnormally. API= <i>api</i> Device= <i>deviceName</i> Volume= <i>volumeName</i> Error= <i>valueOfGetLastError</i> message	Calling the API failed.	For Windows: Check the device status.
7	[ERROR]A created process is exited abnormally. Command= <i>commandName</i> ExitCode= <i>exitCode</i>	An internally executed command ended with an error.	Resolve the error, and re-execute the command if situation allows.
8	[ERROR]There is no result of the command. Command= <i>commandName</i>	No results were output from the internally executed command.	
9	Errors other than those above	A system error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)

\*1: Refer to "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting.

## A.6 Error messages on troubleshooting data collection command

This appendix explains the error messages output when the troubleshooting data collection command is executed.

Table A.3 Error messages on troubleshooting data collection command

No.	Error Message	Explanation	Action Plan
1	An invalid argument was specified.	An invalid argument was specified.	Check the specification method of the argument specified in the option. Specify the correct argument and re-execute.
2	The specified directory does not exist.	The specified directory does not exist.	Specify an existing directory and re-execute.
3	The operation was interrupted.	The operation was interrupted for one of the following reasons:  1. A user without permission executed the command.  2. There is insufficient disk space (capacity).	- For reason #1:  Check the permissions of the user who executed the command and re-execute.  - For reason #2:  Secure sufficient disk space (capacity), then re-execute.
4	An internal error has occurred.	An internal error has occurred.	Collect files under the specified directory and contact a Fujitsu system engineer.



## A.7 Error messages on StgDbSetup command

This appendix explains the error messages output when StgDbSetup command is executed.

Table A.4 Error messages on StgDbSetup command

No.	Error Message	Explanation	Action Plan
1	Execute by root user.	The command is executed by non root user.	Execute the command by root user.
2	Failed to access the cluster environment setting file	The file specified with -f option does not exist.	Check that the file specified with -f option exists, and then execute again.
3	Failed to obtain cluster information.	The logical node name is not set in clsetup.ini file specified with -f option.	Check that the logical node name is set in clsetup.ini file specified with -f option, and then execute again.

## A.8 Error messages of access path

This appendix explains the error messages related to access path.

Table A.5 Error messages related to access path

No.	Error Message	Explanation and Action Plan
1	HBA Storage Affinity that is out of support on SSC is configured. Please inspect Host's configuration.	Storage affinity of the server node that is not supported by this software is configured. Check the configuration definition of the server node.
2	Switch Zoning(a pair of WWPNs, HBA and Storage(or Bridge) FcPort) does not exist.	Switch zoning has not been set for an access path. Check the zoning setting of the Fibre Channel switch.
3	Configured Storage FC Port's Host Affinity is incorrect. Please inspect Storage FC Port's Host Affinity.	Host affinity of the configured storage is incorrect. Check the host affinity setting of the storage device.
4	There is no connection of HBA and Switch. Please inspect HBA, FC cable, and Switch.	The HBA is not connected to the Fibre Channel switch. Check the HBA, FC cable, and Fibre Channel switch.
5	There is no connection of Storage(or Bridge) FC Port and Switch. Please inspect Storage(or Bridge) FC Port, FC cable, and Switch.	The storage (bridge) FC port is not connected to the Fibre Channel switch. Check the storage (bridge) FC port, FC cable, and Fibre Channel switch.
6	Switches(connected with HBA, and connected with Storage(or Bridge) FC Port) are not cascaded.	The following are not cascaded: Fibre Channel switch connected to the host adapter and Fibre Channel switch whose FC port is connected to storage (bridge). Check the connection status of the Fibre Channel switch.
7	Storage(or Bridge) FC Port is degraded or error status.	The status of the storage (bridge) FC port is abnormal. Check the FC port status, and perform the replacement of part and the recovery processing.
8	Host Agent reports Access Path Status is degraded.	Agent on a server node reports that operation of an access path is degraded. In addition to, when the path offline operation is performed from ETERNUS Multipath driver or ETERNUS Disk storage system, this message is output. If you have not performed the offline operation, check the status and the connection status of HBA, the Fibre Channel switch, and the FC port.

No.	Error Message	Explanation and Action Plan
9	A connection of HBA and Switch exists. But, Switch Zoning(a pair of WWPNs, HBA and Storage(or Bridge) Fc Port) is set in another Switch (Key Domain IP Address ="+ipAddressList+").	The connection between the HBA and Fibre Channel switch was established, but the zoning set for an access path of the Fibre Channel switch is also set for another Fibre Channel switch (IP Address of Key Domain list). Check the zoning setting of the Fibre Channel switch.
10	Storage(or Bridge) FC Port's observe status is not normal.	The registration status of the storage (bridge) FC port is abnormal. Check the communication status of the storage (bridge).
11	There is no connection of FC Port and Switch. Please inspect FC Port, FC cable, and Switch.	The FC port is not connected to the Fibre Channel switch. Check the FC port, FC cable, and Fibre Channel switch.
12	Switches(connected with FC Port) are not cascaded.	The Fibre Channel switches whose FC ports are connected are not cascaded. Check the connection status of the Fibre Channel switch.
13	The Access Path Status is unknown.	Click <b>Refresh</b> on the menu area to update the access path status. When the status is not changed, the access path status cannot be acquired by either the following: <ul style="list-style-type: none"> <li>- The server has been not registered.</li> <li>- The server is a manually embedded server in which the Storage Cruiser's agent is not installed.</li> </ul> When it is necessary to display the access path status, install the Storage Cruiser's agent in the server and register the server in the Management Server.

## Appendix B Error Codes

This appendix describes error codes that are inserted as parameters into the messages.

When using transactions in a cluster setup, there may be an error in a communication service or in repository access that is caused by the cluster environment itself. In this case, you should also carry out a check of the operation of cluster Transactions.

### B.1 Error codes for communication service/daemon

The error codes for communication services and communication daemons are listed below.

Table B.1 Error codes for communication service/daemon

Error Code	Explanation	Action Plan
1 2 3 4	An internal error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
5 6	A memory shortage occurred.	Check the memory operating condition at the request source server. If a memory shortage has occurred, increase the size of memory.
7 8 9	An internal error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
11 12	An error occurred during communication environment creation.	Check whether the destination server that the request was sent to is running, and check the conditions of the communication service or communication daemon.  If no abnormality is found, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
21 22 31	An error occurred during data transmission or receipt.	Check the conditions of the destination server that the request was sent to, and check the communication service or communication daemon.  If no abnormality is found, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
32	An internal error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
33	A memory shortage occurred.	Check the memory operating condition at the request source server. If a memory shortage has occurred, increase the size of memory.
41	An error occurred during data transmission or receipt.	Verify that the destination server that the request was sent to has not failed.
42	An error occurred during data transmission or receipt.	Verify that the destination server that the request was sent to has not failed. Check also the communication service or communication daemon of the destination server that the request is sent to.
43	An error occurred during data transmission or receipt.	Verify that the destination server that the request was sent to has not failed. Verify also that no problem has occurred in the network.
51	A file-open-error occurred on the requesting server.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
52	A file-read-error occurred on the requesting server.	

Error Code	Explanation	Action Plan
53	A file-write-error occurred on the requesting server.	
61	The AdvancedCopy Manager registry cannot be read.	
62	An internal error occurred.	
101 102 103		
105 106	A memory shortage occurred.	Check the memory operating condition at the destination server that the request was sent to. If a memory shortage has occurred, increase the size of memory.
107	An error occurred when a processing request was received from the server that sent the request.	Re-execute processing several minutes later. If an error still occurs, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
151	The destination server that sent the request failed in opening a file.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
152	A file-read-error occurred on the request destination server.	
153	A file-write-error occurred on the request destination server.	
154	A file-close-error occurred on the server that the request was sent to.	
155	An error occurred while processing a request on the server that the request was sent to.	
162 165	An internal error occurred.	
172	An internal error occurred.	
175	The function definition of the repository driver cannot be found.	
176	The libraries of the general purpose functions cannot be found.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
177	The handling process aborted.	
178	An internal conflict occurred.	
179	The code conversion failed.	
181	An error occurred while processing requests on the server that the request was sent to.	
182	An error occurred while processing requests on the server that the request was sent to.	
183	An error occurred while processing requests on the server that the request was sent to.	
184	An internal error occurred.	
185	An error occurred while processing requests on the server that the request was sent to.	

Error Code	Explanation	Action Plan
302	An error occurred during volume lock processing in a Windows version.	Collect the information required for troubleshooting on the server where the error occurred, and contact a Fujitsu system engineer. (*1)

\*1: Refer to "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting.

## B.2 Error codes for configuration management

The error codes for configuration management function are listed below.

Table B.2 Error codes for configuration management

Error Code	Explanation	Action Plan
1	An invalid parameter was specified.	Check the specified parameter. If the parameter is valid, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
2	An internal error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
3	A memory shortage occurred at the server that sent the request.	Check the memory operating condition. If a memory shortage has occurred, increase the size of memory.
4	An internal error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
5	Inconsistent repository data.	
102	A registry access error occurred.	<p>Check whether swstg.ini file and swnode.ini file exist.</p> <ul style="list-style-type: none"> <li>- For Windows: <ul style="list-style-type: none"> <li>- For clustered systems: <i>sharedDrive:\etc\opt\swstorage\etc</i></li> <li>- For non-clustered systems: <i>envDir\etc</i></li> </ul> </li> <li>- For Solaris, Linux, or HP-UX: <ul style="list-style-type: none"> <li>- For clustered systems: <i>/etc/opt/swstorage/logicalNodeName (*2)</i></li> <li>- For non-clustered systems: <i>/etc/opt/swstorage</i></li> </ul> </li> </ul> <p>If they exist, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
199	An internal error occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
201	Insufficient memory on the Management Server side.	Check the memory operating condition. If a memory shortage has occurred, increase the size of memory.
202	A communication error occurred.	<p>Make sure that the Management Server and the communication service or communication daemon of the Management Server are active.</p> <p>If the communication service or communication daemon has already been started, check if the network load is high. If the load is high, remove the cause of this and re-execute the operation.</p>

Error Code	Explanation	Action Plan
		<p>Verify that no problem has occurred in the network. Check if the Managed Server can communicate with the Management Server.</p> <p>If the Management Server has multiple IP addresses, check if the Managed Server can reach to the Management Server IP address. If cannot reach, change the Management Server IP address to the IP address which can be reached from the Managed Server. Refer to "Changing the IP address of Management Server" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i> for details.</p>
203	A timeout occurred during communication processing.	<p>Make sure that the Management Server and the communication service or communication daemon of the Management Server are active.</p>
204	The Management Server failed.	
205	The IP address of the Management Server could not be obtained.	<p>If the command is executed in cluster operation, check whether the environment variable SWSTGNODE is set, and re-execute the command.</p> <p>If you still have a problem, check whether swnode.ini file exists.</p> <ul style="list-style-type: none"> <li>- For Windows: <ul style="list-style-type: none"> <li>- For clustered systems: <i>sharedDrive:\etc\opt\swstorage\etc</i></li> <li>- For non-clustered systems: <i>envDir\etc</i></li> </ul> </li> <li>- For Solaris, Linux, or HP-UX: <ul style="list-style-type: none"> <li>- For clustered systems: <i>/etc/opt/swstorage/logicalNodeName (*2)</i></li> <li>- For non-clustered systems: <i>/etc/opt/swstorage</i></li> </ul> </li> </ul> <p>If they exist, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
299	An internal error occurred.	<p>Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
399 401	An internal discrepancy was detected on the Management Server.	
402	Repository access failed.	<p>Check whether the repository is active. If it is active, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
403	The maximum allowable number of connections to the repository was exceeded.	<p>The maximum allowable number of concurrent connections to the repository was exceeded. Re-execute processing later.</p> <p>If the same error recurs, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
404 405 406 407 408	Repository access failed.	<p>Check whether the repository is active. If it is, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>
409 499	An internal discrepancy was detected on the Management Server.	<p>Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)</p>

Error Code	Explanation	Action Plan
504	There is no server or device registered that meets the specified conditions.	Check whether the specified parameter is correct. The communication between IPv4 and IPv6 servers cannot be done. Confirm the IP address of the specified server and the command execution server.
505	The repository cannot be accessed.	Check whether the repository is active. If it is, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
506	Insufficient memory on the Management Server side.	Check the memory operating condition. If a memory shortage has occurred, increase the size of memory.
510 599	An internal discrepancy was detected on the Management Server.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)

\*1: Refer to "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting.

\*2: The *logicalNodeName* is the value specified by the cluster setup.

## B.3 Error codes for repository access

The error codes relating to repository access problems are described below.

Table B.3 Error codes for repository access

Error Code	Explanation	Action Plan
101	A memory shortage occurred.	Investigate the memory usage state and if a memory shortage has occurred, expand the memory.
102 103 104	Communication with the communication daemon or service of the Management Server has failed.	Use the following method that corresponds to the operating system type of the Management Server to check whether the communication daemon or service of the Management Server is active.  <ul style="list-style-type: none"> <li>- For Windows: <ul style="list-style-type: none"> <li>- For clustered systems: Check whether the "AdvancedCopy Manager COM Service for <i>logicalNodeName</i>" service is active. (*1)</li> <li>- For non-clustered systems: Check whether the "AdvancedCopy Manager COM Service" service is active.</li> </ul> </li> <li>- For Solaris or Linux: <ul style="list-style-type: none"> <li>- For clustered systems: Check whether there is an active process in the "ps -ef   grep stgxfws   grep <i>logicalNodeName</i>" execution result. (*1)</li> <li>- For non-clustered systems: Check whether there is an active process in the "ps -ef   grep stgxfws" execution result.</li> </ul> </li> </ul> <p>If the name is inactive, refer to the following manuals and start the communication daemon/service:</p>

Error Code	Explanation	Action Plan
		<ul style="list-style-type: none"> <li>- For Windows: "Starting and Stopping a Service" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i></li> <li>- For Solaris or Linux: "Starting and Stopping Daemons" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i></li> </ul>
105	A registry access error occurred.	<p>If the command is executed in cluster operation, check whether environment variable SWSTGNODE is set, and re-execute the command.</p> <p>If you still have a problem, check whether swnode.ini file and swstg.ini file exist in the following directories:</p> <ul style="list-style-type: none"> <li>- For Windows: <ul style="list-style-type: none"> <li>- For clustered systems: <i>sharedDrive:\etc\opt\swstorage\etc</i></li> <li>- For non-clustered systems: <i>envDir\etc</i></li> </ul> </li> <li>- For UNIX systems: <ul style="list-style-type: none"> <li>- For clustered systems: <i>/etc/opt/swstorage/logicalNodeName (*1)</i></li> <li>- For non-clustered systems: <i>/etc/opt/swstorage</i></li> </ul> </li> </ul> <p>If environment variable setting is not the cause, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*2)</p>
302	Connection to the repository database failed.	<p>Refer to the following manuals that correspond to the operating system type of the Management Server, and take the corrective action.</p> <p>"Troubleshooting for a failure in access to a repository database" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i></p>
303	The maximum number of connections to the repository database is exceeded.	<p>Wait a while and re-execute the processing.</p> <p>If you still have a problem, refer to the following manual that corresponds to the operating system type of the Management Server, and take the corrective action.</p> <p>"Troubleshooting for a failure in access to a repository database" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i></p>
304 305 306 307 308	Access to the repository database failed.	<p>Refer to the following manual that corresponds to the operating system type of the Management Server, and take the corrective action.</p> <p>"Troubleshooting for a failure in access to a repository database" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i></p>
Except the above	An error has occurred that is not described above.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*2)

\*1: The *logicalNodeName* is the value specified during cluster setup.

\*2: Refer to "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting. Collect the information on the server where the error occurred and on the Management Server.



## B.4 Error codes of volume lock function in Windows

Error codes of the volume lock function in the Windows version are described below.

Table B.4 Error codes of volume lock function in Windows

Error Code	Explanation	Action Plan
1	A memory shortage occurred.	Check the available space in memory. If memory is insufficient, increase the amount of memory.
2 3	Internal inconsistency occurred.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
4	A memory shortage occurred.	Check the available space in memory. If memory is actually insufficient, increase the amount of memory.
5	An error occurred during volume lock processing.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
6	Releasing volume lock failed.	
8	Unmounting a volume failed.	
10	Internal inconsistency occurred.	
15	An error occurred during volume lock processing.	
16	Obtaining a port number failed.	In cluster operation, confirm that the environment variable SWSTGNODE is set correctly at the time of command execution, and re-execute processing.  If you still have a problem, collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)
17 18	An error occurred during volume lock processing.	Collect the information required for troubleshooting and contact a Fujitsu system engineer. (*1)

\*1: Refer to "Collecting maintenance information" in the *ETERNUS SF AdvancedCopy Manager Operation Guide* for information on how to collect the information required for troubleshooting.

## B.5 Error codes of pre-processing script and post-processing script

The table below lists the error codes of the pre-processing script and post-processing script.

Table B.5 Error codes of pre-processing script and post-processing script

Error Code	Message	Explanation	Action Plan
1	System error	A system error occurred.	A system error occurred in the pre-processing or post-processing script. Possible causes of this error are as follows: <ul style="list-style-type: none"> <li>- The pre-processing or post-processing script does not have the execution privilege.</li> <li>- A syntax error exists in the pre-processing or post-processing script.</li> </ul> Check if the script file privilege is correct. Also check if a syntax error exists in the pre-processing or post-processing script.

Error Code	Message	Explanation	Action Plan
2	Parameter error	A parameter error occurred.	The parameter to be passed to the pre-processing or post-processing script is invalid. Check if the customization of the pre-processing or post-processing script is correct.
3	Script file not found	The script file was not found.	The pre-processing or post-processing script file was not found. Stop all operations and then reinstall AdvancedCopy Manager.
4	Unknown exception	An unknown execution occurred.	The script terminated abnormally because an unknown exception occurred. Check if script customization is correct.
10	umount error	An attempt to unmount the volume has failed.	<p>An attempt to unmount the volume has failed. The volume that you attempted to unmount may be in use. (*1)</p> <p>The output from the fuser command and ps command when the volume unmount failed is saved to the following files. Check if a user was accessing the volume that you attempted to unmount by referencing these files.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.fuser /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.ps</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.fuser /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.ps</li> </ul> <p>The error messages of the umount command are also saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.umount</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.umount</li> </ul>
11	mount error	An attempt to mount the volume has failed.	<p>An attempt to mount the volume has failed. Check if the mount point exists and also if the mount point is already being used.</p> <p>If the copy source volume is the RAW device and the copy destination volume is already mounted, an error occurs in the copy destination volume. In this case, unmount the copy destination volume first.</p> <p>The error messages of the mount command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.mount</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.mount</li> </ul>
12	fsck error	fsck failed.	<p>An error was detected during the file system check. An error may have occurred in the file system on the copy source volume. Check the status of the file system on the copy source volume.</p> <p>The error messages of the fsck command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.fsck</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.fsck</li> </ul>

Error Code	Message	Explanation	Action Plan
13	Illegal mount type	The mount type of the target disk is stack mount or bind mount.	<p>The mount type of the target disk is either stack mount or bind mount. These mount formats are not supported.</p> <p>If the mount type is stack mount, unmount the copy source volume or unmount all the other volumes mounted on the mount point of the copy source volume, and then re-execute.</p> <p>If the mount type is bind mount, unmount all the directories mounted by the mount command with the --bind option on the copy source volume and then re-execute the command.</p>
30	VG configuration file not found error	The volume group configuration information file was not found.	<p>The volume group configuration information file was not found.</p> <p>The standard pre-processing or post-processing script restores the configuration information from /etc/lvmount/<i>volumeGroupName</i>.conf file. Check the volume group configuration information file. If the configuration information is backed up to another file, customize the script.</p>
31	vgcfgrestore error	vgcfgrestore failed.	<p>An attempt to restore the volume group configuration information has failed. Check the volume group configuration information file and check if the pre-processing or post-processing script is customized correctly.</p> <p>The error messages of the vgcfgrestore command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/<i>deviceName</i>.vgcfgrestore</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/<i>deviceName</i>.vgcfgrestore</li> </ul>
50	varyoffvg error	varyoffvg failed.	<p>An attempt to deactivate the volume group has failed. Check if the volume group is being used.</p> <p>Check that all the logical volumes on the destination volume can be unmounted. Also check that the pre-processing script is customized so that it unmounts all the logical volumes. If the logical volumes are mounted, you cannot deactivate the destination volume.</p> <p>The error messages of the varyoffvg command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/<i>deviceName</i>.varyoffvg</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/<i>deviceName</i>.varyoffvg</li> </ul>
51	varyonvg error	varyonvg failed.	<p>An attempt to activate the volume group has failed.</p> <p>The error messages of the varyonvg command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/<i>deviceName</i>.varyonvg</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/<i>deviceName</i>.varyonvg</li> </ul>
52	chfs error	chfs failed.	<p>An attempt to change a logical volume mount point has failed. Check if the pre-processing and post-processing scripts are correctly customized.</p> <p>The error messages of the chfs command are saved to the following files, so check the contents of these files and then take appropriate action.</p>

Error Code	Message	Explanation	Action Plan
			<ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.chfs</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.chfs</li> </ul>
53	chdev error	chdev failed.	<p>An attempt to clear PVID has failed. Check if the pre-processing and post-processing scripts are correctly customized.</p> <p>The error messages of the chdev command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.chdev</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.chdev</li> </ul>
54	exportvg error	exportvg failed.	<p>An attempt to temporarily remove the volume group has failed. Check if the pre-processing and post-processing scripts are correctly customized.</p> <p>The destination volume may be active. Usually, this active status does not occur because the pre-processing script of the replication deactivates the destination volume. Check if the destination volume is manually activated.</p> <p>The error messages of the exportvg command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.exportvg</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.exportvg</li> </ul>
56	recreatevg error	recreatevg failed.	<p>An attempt to recreate a volume group has failed. Check if the pre-processing and post-processing scripts are correctly customized.</p> <p>The post-processing script may have been incorrectly customized. Check the contents of the post-processing script.</p> <p>The error messages of the recreatevg command are saved to the following files, so check the contents of these files and then take appropriate action.</p> <ul style="list-style-type: none"> <li>- Backup management: /var/opt/FJSVswsts/\$SWSTGNODE/log/deviceName.recreatevg</li> <li>- Replication management: /var/opt/FJSVswsrp/\$SWSTGNODE/log/deviceName.recreatevg</li> </ul>
99	Script not customize	The pre-processing and post-processing scripts are not customized.	<p>The pre-processing and post-processing scripts are not yet customized. Customize these scripts according to "Pre-processing and Post-processing of Backup and Restoration" and "Preprocessing and Post-processing of replication" in the <i>ETERNUS SF AdvancedCopy Manager Operation Guide</i>, and re-execute.</p>
Others	Other error	Some other error occurred.	<p>An error other than on of the above errors occurred. Check if the customized part is correct.</p>

\*1:

For Solaris, Linux, HP-UX, or AIX:

If an error occurs when the volume is being unmounted, check that the target volume can be unmounted.

To suppress data access to guarantee data integrity, pre-processing unmounts the copy source volume. For this reason, if the target volume is being used when copy is run, an error occurs because the volume cannot be unmounted. Note the following points when the volume cannot be unmounted:

- No other application is using the transaction volume. If any other application is using the transaction volume, temporarily exit the application.
- No user is using the transaction volume. A user who is currently using the transaction volume must temporarily stop using it.
- No other volume is mounted on the transaction volume. If any other volume is mounted, temporarily unmount it.
- The transaction volume is not shared by NFS. If the transaction volume is shared by NFS, temporarily unshare it.

You may be able to investigate if a volume is in use by using the following commands. Refer to the operating system manuals for information on these commands.

- For Solaris:  
mount, fuser, pfiles, share
- For Linux, HP-UX, or AIX:  
mount, fuser